

Report:	Complex Mesh Surgical Service Patient Experience Questionnaire Cycle 2 Report
Report By:	NHSGGC Patient Experience Public Involvement Team. Contact: Lisa Martin, Project Manager: Lisa.Martin5@ggc.scot.nhs.uk
Date:	20/07/2022
Purpose of Paper:	For noting/discussion
Classification:	N/a
Sponsoring Director:	N/a

Purpose of Report

This report summarises the responses to the 2nd patient experience questionnaire carried out by the Complex Mesh Surgical Service in June 2022. It summarises the key findings, highlights where patient experience has improved, and where appropriate identifies further themes for consideration and action by the service. The data can be viewed in full by following this link to MS Forms and clicking the 'Responses' tab:

<https://forms.office.com/Pages/DesignPageV2.aspx?subpage=design&FormId=veDvEDCgykuAnLXm dF5Jmo62zbSzosNIpQmFIYurRrZUOE9UNKZOTkMxVkJURVRDV0IVSUXEQzVJQy4u&Token=a13e8202a76142e681048cda2c0a68ab>

Background

This questionnaire was developed by the Complex Mesh Surgical Service in collaboration with the NHSGGC Patient Experience Public Involvement Team (PEPI Team). The purpose was to gather feedback from people who have recently attended for appointments with the service, and to measure improvements in patient experience against the first round of feedback received in November 2021.

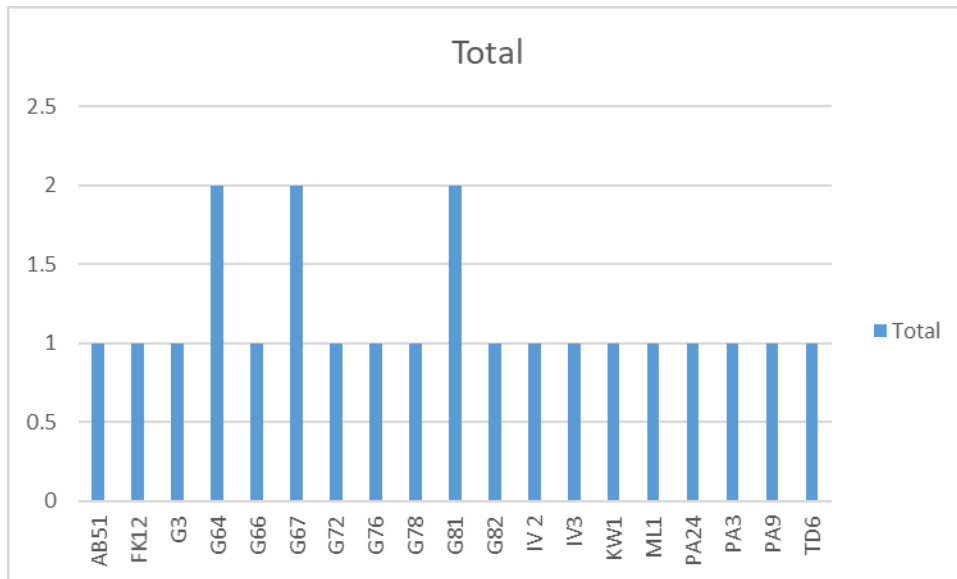
A total of 55 recipients were identified and 23 responded, representing a 42% return rate. The PEPI Team co-ordinated the process of sending the questionnaires, and receiving and collating the responses. Anonymity was identified as an important factor and this was made explicit in the accompanying letter, along with the right to withdraw if they wished to do so. Recipients were offered the choice of completing it online, by telephone or returning a hard copy using a pre-paid envelope. The questionnaire and accompanying letter were sent on 30/05/22 and the last response was received on 17/07/22. The online link closed to responses on 14/07/22. One person chose to give feedback via a telephone interview but did not answer all of the standard questions, therefore the data below reflects responses from the 22 people who completed it either online or via hard copy, and feedback from the person obtained via the telephone interview is included in the free text comments.

Summary of Responses by Question (including a cross-section of comments)

A mixture of closed and open-ended questions were offered which is a standard approach for these types of questionnaires.

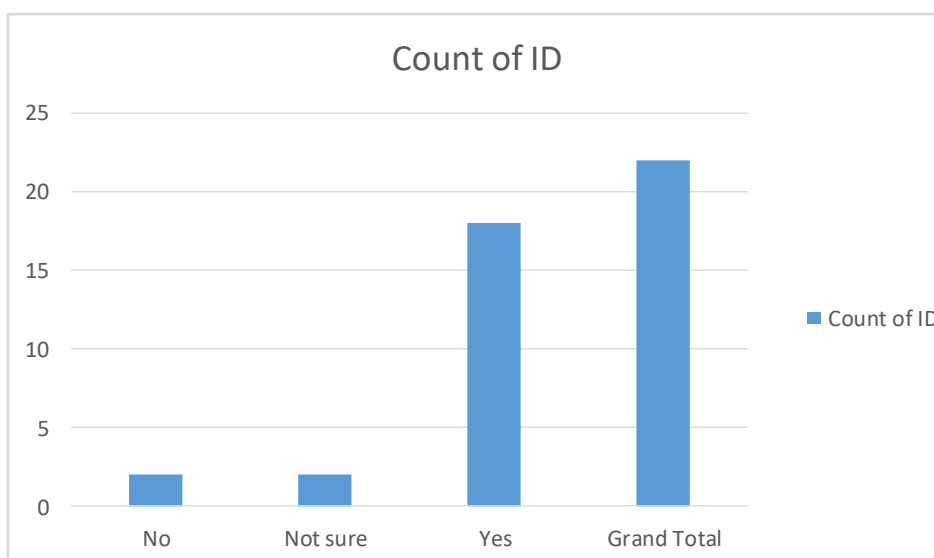
Question 1

Please tell us the first part of your postcode:



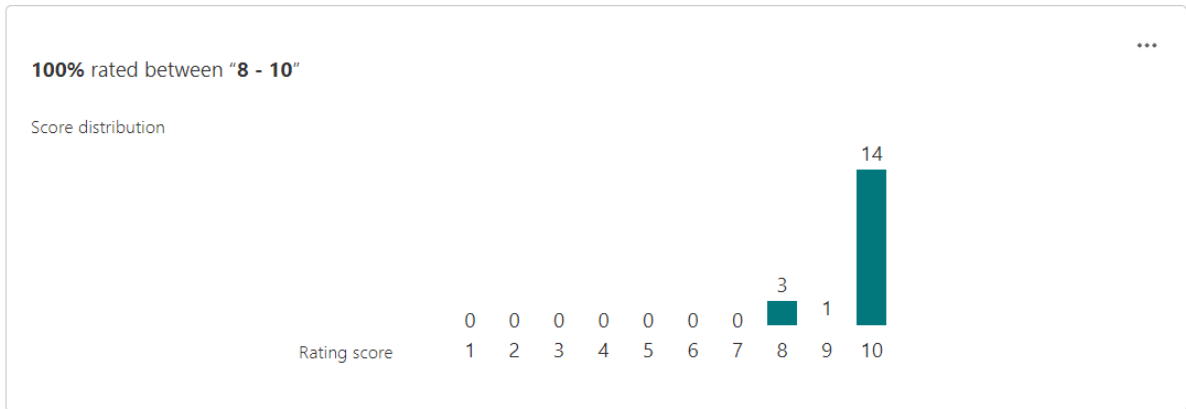
Question 2

Did you receive a telephone call from the service just before attending for your appointment?



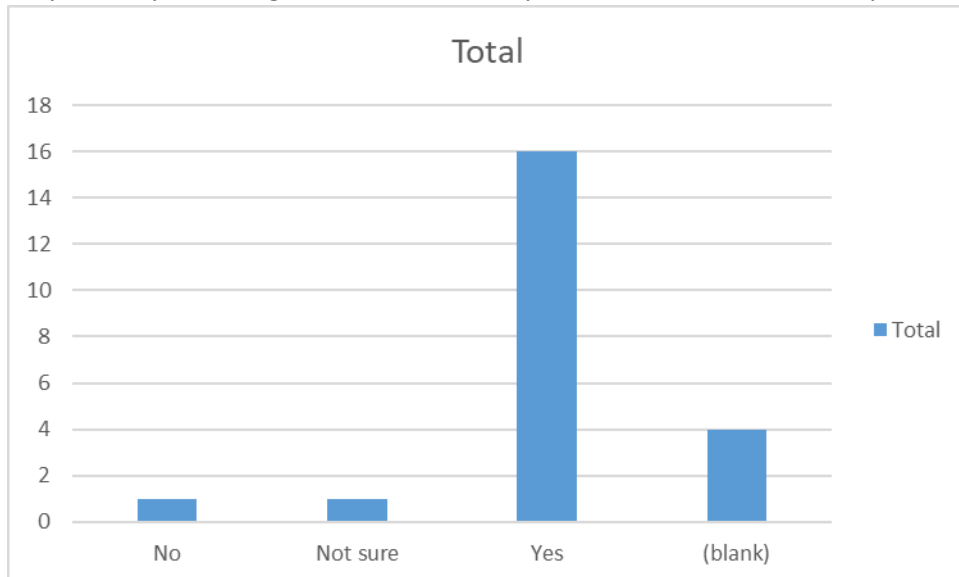
Question 3

Please rate the usefulness of this call in helping you to prepare for your appointment (where 1 is not at all useful and 10 is extremely useful):



Question 4

Do you feel you were given all the necessary information beforehand to plan for your appointment?



Question 5

No or Not sure responses:

"I wasn't advised the appointment would last for several hours, which would have been helpful as was travelling from further away"

"I don't remember much about it, sorry"

Question 6

Is there any information that you feel could or should have been included in your appointment letter, that wasn't?

"No I think it was all fine"

"An indication of how long to set aside for the appointment, from start to finish"

Question 7

Thinking about your appointment at Clinic K, please read the following statements and choose one option for each statement that best matches your opinion:

Statement	Agree	Neither agree nor disagree	Disagree	Not applicable	Change from November 2021
The check- in process was smooth	100%				Up from 64%
Reception staff were polite and helpful	96%			4%	Up from 64%
It was easy to find my way to Clinic K	96%		4%		Up from 29%
Waiting area at clinic K was welcoming	100%				Up from 43%
Waiting time to be seen was acceptable	100%				Up from 50%
Everyone involved in my care introduced themselves	100%				Up from 64%
I felt supported during the examination process	96%			4%	n/a (not asked in November 2021 questionnaire)
I felt listened to	100%				Up from 50%
I felt involved in decisions about my care	96%	4%			Up from 43%

Question 9 (Q8 skipped as duplicate)

Was there anything good about your appointment experience that you would like to highlight?

“Having a multi-disciplinary team present was extremely beneficial providing the opportunity to ask questions to relevant discipline”

“Smooth handover with most professionals in the same room and allowed my daughter to be in with me to take down any information I might have missed”

“Being able to record the consultation, I felt very relaxed and appointment was not rushed”

“Having the psychologist and physiotherapist as part of the appointment was good as I could ask them questions”

“The first time there - everything was seen to on the appointment day. From walking through the main doors of the hospital to coming away you were treated as an individual and a human being. Thank you”

Question 10

Were there any staff members you found to be particularly helpful during your appointment? If so, please use the space below to tell us more about them and why they stood out:

"Both of the doctors, the mental health staff member and the nurse who stayed with me all the way through the appointment. All lovely and caring"

"I'm not sure of names now but I had a cystoscopy and the two ladies with me held my hands and made me feel less anxious. I am and was at the time going through a rough time at home, so I was fearful but made to feel better by the nurses. Thank you"

"The two nurses who were in the room were exceptional - they chatted to me and we even had a wee laugh. It put me at ease"

"Consultant was very reassuring as were all of her staff"

Question 11

Was there anything about your appointment experience that you feel that we could improve?

"Not really, I didn't have time to think about it as it was a cancellation, so maybe hadn't prepared the right questions in advance. Maybe a common questions list for patients would help, especially for cancellations"

"I know this is probably not an option but it's such a distance to travel - can appointments not be arranged closer to home area?"

"I would have preferred to complete the questionnaire at home as I felt anxious to finish it in case I was holding anyone up"

"I wasn't told there would be so many people in the room, I was brought into a room full of staff that I didn't expect, and asked personal questions. I kept thinking everyone was going to watch my examination and felt nervous. I forgot to ask questions because of it"

"It would be good to schedule appointment times for people travelling into Glasgow for later in the day so as to avoid peak travelling times"

"If appointments at 9am could be avoided as getting to the hospital by public transport that early is stressful – maybe ask patients in advance what time of day is suitable?"

Question 12

Is there anything else you would like to tell us about your appointment experience at Clinic K?

"No but other hospitals should take note, a 5 star rating at this service"

"If I could I would say a big thank you to all staff present at my meeting as well as the other staff I met through the day"

"At my first appointment it was rather overwhelming. I had about 4 or 5 professionals in the room with me. At my 2nd appointment it wasn't like that so I felt more relaxed and not so scary. Everyone was brilliant and I understood what was said to me. Brilliant service!"

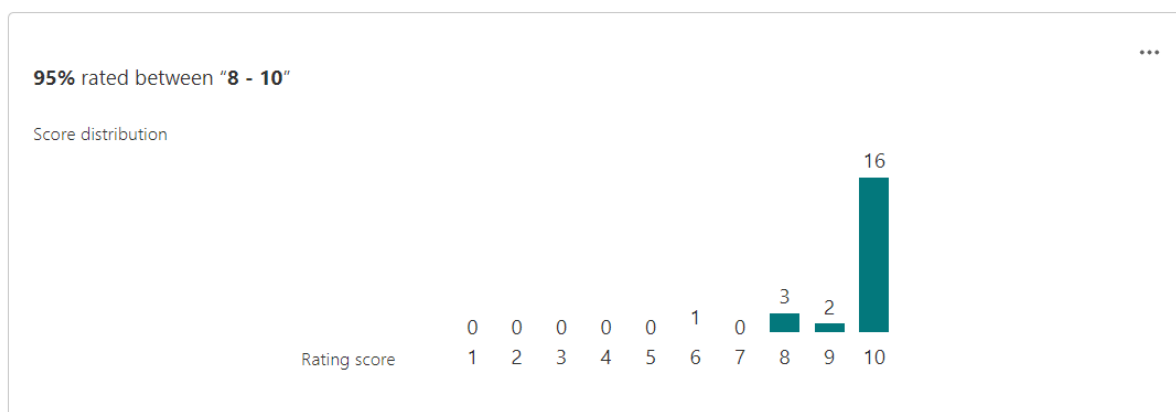
“All of the staff were so kind and I wouldn't worry so much if I had to go back again”

“I would like to be given information about options for mesh removal now, in particular about the options for going abroad, as I'm reading about things online and in the media and I don't know what is accurate and what isn't. Thank you”

“Nothing, everything went very well”

Question 13

Please rate your overall appointment experience where 1 = poor and 10 = excellent:



Key Headlines

The November 2021 report identified a number of themes that directly contributed to the quality of patient experience. The team subsequently used the feedback to make a number of changes and improvements and the table below gives just a few examples of impact these actions have had to measurably improve the quality of patient experience:

Identified theme	Feedback from respondents (Nov 2021)	Improvement undertaken	Feedback from respondents (June 2022)
Communication	<p>Availability of adequate information in advance of appointments</p> <p>Communication with staff including during examinations/procedures</p>	<p>Pre-appointment telephone call with member of team</p> <p>Access to leaflet explaining procedures</p> <p>Inclusion of family members if requested</p> <p>Recording option</p>	<p>Usefulness of telephone call rated very highly</p> <p>Feelings of preparedness increased – leading to reduction in anxiety levels</p> <p>Significant increase in</p>

			positive comments about communication
Environment	Poor signage Wayfinding issues Reception/check in issues	Improvements to signage/wayfinding Pre-appointment telephone call with member of team to answer questions/make any special arrangements	Rating for satisfaction with wayfinding trebled Significant increased satisfaction ratings for Reception/waiting arrangements
Person centred approaches	Number of people present during examinations Being kept informed/involved in decisions	Reduced number of staff present for examinations Single point of contact with a named nursing team member where possible Promotion of feedback options such as Care Opinion	Ratings for feeling listened to and involved in decisions about care doubled Extremely positive comments about the quality of care received Significant increase in feedback about being treated with dignity and respect

Recommendations/Actions

The feedback received was overwhelmingly positive therefore there is very little in the way of further recommendations or actions. The following four issues were mentioned by more than one respondent and merit further reflection:

- Ability to be flexible about appointment times
- Option for people out-with NHSGGC board area to have an initial appointment closer to home
- Option to complete the survey given at the appointment in advance
- Request for updated information and communication about the options, criteria etc. for mesh removal out-with Scotland

(ENDS)