

Complex Mesh Surgical Service (CMSS) Patient Experience Survey

April 2025

69 patients who attended the CMSS in 2024 for new or return appointments, and for surgery with the service shared their feedback

Six patients gave more in-depth feedback via a telephone interview with a member of the Patient Experience Public Involvement Team

Most people had an in-person appointment at Clinic K

Where appropriate, the option to have a phone or video appointment was well received

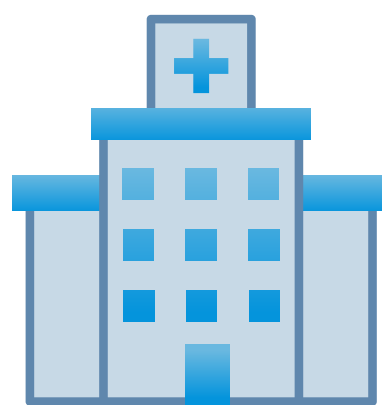
The overall satisfaction score for appointments at Clinic K was 8/10



Communication

81%

of patients said they were given the information they needed to help them prepare for their appointment



Clinic K

100%

of patients who had a physical examination as part of their appointment said they were made to feel as comfortable as possible and treated with dignity and respect



Inpatient stay

66%

of patients who had an inpatient stay following surgery told us the ward was welcoming and they were made to feel as comfortable as could be expected



Staff professionalism, compassion and care was highlighted by many patients in their feedback.

‘treated with dignity and respect’
‘information explained in an easy to understand way’
‘the nurse remembered me and was so friendly and reassuring’

We heard positive feedback about aspects of communication, treatment and care:

Apart from the length of time I had to wait for my initial appointment the service was excellent. There was always someone I could contact during the whole process if I had any questions. I was particularly impressed seeing all the different departments (consultants, physio, bladder nurses) in one appointment.

There was a very lovely student nurse and she came to talk to me a few times. I was in a room on my own and I was extremely grateful for this, being in a hospital I'd never been to before, in a city I was utterly unfamiliar with and feeling a bit overwhelmed.

Nurses were amazing and so understanding. There was only one three bed bay for mesh patients on the ward, and nurses were stretched to the max with other patients, but they did a great job.

Everyone was very helpful, I saw all the people who will be involved in my surgery, which was great because I didn't have to go back to Glasgow. I was given lots of useful factsheets and things were explained to me in an easy way to understand.



Things that could be improved included:

- **Waiting times** for new and return appointments, and for surgery
- **Staff awareness/understanding** of impact of mesh complications on all aspects of patient's lives
- **Psychology** and other emotional and mental wellbeing support, including post-surgery
- **Support** with self-management via periodic check in's with CMSS whilst on waiting list
- **Communication** between the CMSS and local health services regarding appointment scheduling and aftercare

There simply needs to be some way to increase the capacity of this service, as it is vital. It's not just about health, mesh has impacted every aspect of my life, especially my career and therefore my financial and family circumstances. My experience with the service was incredibly positive but it took far too long to get there. I want the decision makers, the policy planners and politicians to act to prioritise this service to ensure women can participate fully in their own lives, communities and society.

I was told 2-3 months we are on month 4, nearly 5 and still no communication or appointment. I feel left in the dark and I feel like I need some information.

I am waiting for other surgery and had to act as a go-between with my local hospital and the mesh service, which is stressful.