**2017/18 Patient Questionnaire - Orthopaedics**

# Introduction and Background

In advance of the planned expansion of the orthopaedic service, in June 2017 a patient questionnaire was developed. The purpose of the questionnaire was to:

* Seek patient feedback and level of satisfaction with the current service
* Identify areas of good practice
* Identify areas for improvement
* To ask patients if they would be willing to be involved in the planned stakeholder events and the wider stakeholder engagement process as part of the hospital expansion programme

Over a period of 8-10 months from June 2017 onwards, patients were randomly selected by our eHealth department using a computer generated list and questionnaires were sent with stamped addressed envelopes and returned anonymously.

The questionnaire was deliberately short to encourage patients to respond, it posed 6 key statements (see Figure 1) asking patients to rate the statements using the following scoring scale:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Strongly Agree** | **Agree** | **Neutral** | **Disagree** | **Strongly Disagree** |

**Figure 1: Statements Posed to Patients**

|  |
| --- |
| 1. I was given sufficient time to discuss treatment options with the surgeon during my outpatient appointment 2. I was given sufficient time to ask the clinical team questions during my pre operative assessment appointment 3. I was satisfied I was given appropriate information prior to my surgery 4. The staff were pleasant and helpful 5. It was worth travelling to the Golden Jubilee National Hospital in order to be treated quickly 6. I would recommend the service to my friends and family |

In addition a comments box was provided for patients to provide further feedback about their experience.

# Response rate

In total 800 questionnaires were sent to patients who had recently had orthopaedic surgery at the GJF. The response rate was 66.25%, with 530 patients completing the questionnaire. Approximately 4,500 patients are treated within the orthopaedic service. The response rate is therefore statistically significant as it represents over 10% of those treated in a typical year.

**Patient feedback has been overwhelmingly positive – an overarching key message is that 96.2% of patients agreed or strongly agreed that they would recommend the service to their friends and family.**

Responses were received from patients from 14 different Health Board areas as set out in figure 2 which illustrates the responses were from a fair representation of patients –NHS Lothian patients are slightly over represented whereas patients residing closer to GJF in Lanarkshire and Greater Glasgow and Clyde areas are slightly under represented, when compared to the proportion of activity carried out.

**Figure 2: Number and proportion of Responses by Health Board of Residence**

|  |  |  |  |
| --- | --- | --- | --- |
| **Health Board of Residence** | **Number of patients who responded** | **Percentage of overall response rate** | **Proportion of Orthopaedic Activity 2017/18** |
| Ayrshire & Arran | 61 | 11.5% | 11% |
| Dumfries & Galloway | 29 | 5.5% | 7% |
| Fife | 18 | 3.4% | 1% |
| Forth Valley | 84 | 15.8% | 13% |
| Grampian | 15 | 2.8% | 3% |
| Greater Glasgow & Clyde  Argyll & Bute (part of GGC Health Board) | 47  1 | 8.9%  0.2% | 14% |
| Highland | 12 | 2.3% | 5% |
| Lanarkshire | 62 | 11.7% | 16% |
| Lothian | 140 | 26.4% | 18% |
| Orkney | 2 | 0.4% | <1% |
| Scottish Borders | 8 | 1.5% | <1% |
| Shetland | 17 | 3.2% | 3% |
| Tayside | 25 | 4.7% | 7% |
| Western Isles | 3 | 0.6% | <1% |
| Health Board not indicated | 6 | 1.1% | n/a |
| **Total** | **530** | **100%** | **100%** |

1. **Summary of Patient Responses**

The table below provides a summary of the overall responses to the statements posed to patients. The key messages from patients who responded are:

* Over 97% of patients agreed or strongly agreed they were given enough time to discuss their treatment options with the surgeon during their appointment
* 98% of patients agreed or strongly agreed they were given sufficient time to ask questions of the clinical team during their pre operative assessment appointment
* Over 97% of patients agreed or strongly agreed they were given appropriate information prior to their surgery
* Over 98% of patients agreed or strongly agreed staff were pleasant and helpful
* Over 96% of patients agreed or strongly agreed it was worth travelling to the GJF for their treatment
* Over 96% of patients agreed or strongly agreed they would recommend the service to their friends and family

**Figure 3: Combined Responses from All Health Boards – Key Patient Messages**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Statement** | | **Strongly Agree** | **Agree** | **Neutral** | **Disagree** | **Strongly Disagree** | **Not Indicated** | **Agree and Strongly**  **Agree Combined** |
| **1** | I was given sufficient time to discuss treatment options with the surgeon during my outpatient appointment | 72.1% | 25.3% | 1.1% | 0.2% | 0.6% | 0.6% | **97.4%** |
|  | 382 | 134 | 6 | 1 | 3 | 3 | **516** |
| **2** | I was given sufficient time to ask the clinical team questions during my pre-operative assessment appointment | 72.3% | 25.7% | 0.9% | 0.4% | 0.4% | 0.4% | **98%** |
|  | 383 | 136 | 5 | 2 | 2 | 2 | **519** |
| **3** | I was satisfied I was given appropriate information prior  to my surgery | 73.8% | 23.4% | 1.5% | 0.8% | 0.4% | 0.2% | **97.2%** |
|  | 391 | 124 | 8 | 4 | 2 | 1 | **515** |
| **4** | The staff were pleasant and helpful | 84.7% | 14.2% | 0.45% | 0.2% | 0.6% |  | **98.9%** |
|  | 449 | 75 | 2 | 1 | 3 |  | **524** |
| **5** | It was worth travelling to the Golden Jubilee National Hospital in order to be treated | 84.9% | 11.3% | 2.1% | 0.6% | 1.1% |  | **96.2%** |
|  | 450 | 60 | 11 | 3 | 6 |  | **510** |
| **6** | I would recommend the service to my friends and family | 84% | 12.3% | 2.1% | 0.2% | 0.9% | 0.6% | **96.3%** |
|  | 445 | 65 | 11 | 1 | 5 | 3 | **510** |

1. **Patient Responses - by Health Board of Residence**

Patient responses have also been reviewed by Health Board of residence to assess if there were any differences in responses by geographical area, (see figures 4 to 9). Analysis by Health Board of residence has identified there is no significant difference in patients responses by Health Board.

The questionnaire deliberately included a question regarding willingness to travel to the Golden Jubilee. Prior to undertaking the questionnaire the service had only anecdotal feedback form individual patients about willingness to travel to be treated. 96.2% of patients agreed or strongly agreed it was worth travelling to the Golden Jubilee for their orthopaedic treatment. Only 9 patients of a sample size of 530 patients, disagreed or strongly disagreed it was worth travelling to the GJF to be treated quickly. There was little difference between Health Board of residence, the lowest recorded figure being from NHS Fife with 88.9% of patients agreeing or strongly agreeing it was worth travelling for their treatment.

**Figure 4: Statement 1. I was given sufficient time to discuss treatment options with the surgeon during my outpatient appointment**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Health Board** | **Strongly Agree** | **Agree** | **Neutral** | **Disagree** | **Strongly Disagree** | **Not indicated** | **Agree and Strongly**  **Agree Combined** |
| Argyll & Bute |  | 100% |  |  |  |  | **100%** |
|  |  | 1 |  |  |  |  | **1** |
| Ayrshire & Arran | 70.5% | 26.2% | 1.6% | 1.6% |  |  | **96.7%** |
|  | 43 | 16 | 1 | 1 |  |  | **59** |
| Dumfries & Galloway | 69% | 27.6% |  |  |  | 3.4% | **95.7%** |
| 20 | 8 |  |  |  | 1 | **28** |
| Fife | 72.2% | 22.2% |  |  |  | 5.6% | **94.4%** |
|  | 13 | 4 |  |  |  | 1 | **17** |
| Forth Valley | 70.2% | 28.6% |  |  |  | 1.2% | **98.8%** |
|  | 59 | 24 |  |  |  | 1 | **83** |
| Grampian | 60% | 33.3% |  |  | 6.7% |  | **93.3%** |
| 9 | 5 |  |  | 1 |  | **14** |
| Greater Glasgow & Clyde | 68.1% | 29.8% |  |  | 2.1% |  | **97.9%** |
| 32 | 14 |  |  | 1 |  | **46** |
| Highland | 83.3% | 16.7% |  |  |  |  | **100%** |
| 10 | 2 |  |  |  |  | **12** |
| Lanarkshire | 71% | 24.2% | 1.6% |  | 3.2% |  | **95.2%** |
| 44 | 15 | 1 |  | 2 |  | **59** |
| Lothian | 77.1% | 20% | 2.9% |  |  |  | **97.1%** |
| 108 | 28 | 4 |  |  |  | **136** |
| Orkney | 100% |  |  |  |  |  | **100%** |
| 2 |  |  |  |  |  | **2** |
| Scottish Borders | 100% |  |  |  |  |  | **100%** |
| 8 |  |  |  |  |  | **8** |
| Shetland | 70.6% | 29.4% |  |  |  |  | **100%** |
| 12 | 5 |  |  |  |  | **17** |
| Tayside | 56% | 44% |  |  |  |  | **100%** |
| 14 | 11 |  |  |  |  | **25** |
| Western Isles | 100% |  |  |  |  |  | **100%** |
| 3 |  |  |  |  |  | **3** |
| Health Board not indicated | 83.3% | 16.7% |  |  |  |  | **100%** |
| 5 | 1 |  |  |  |  | **6** |

**Figure 5: Statement 2. I was given sufficient time to ask the clinical team questions during my pre-operative assessment appointment.**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Health Board** | **Strongly Agree** | | **Agree** | **Neutral** | **Disagree** | | **Strongly Disagree** | **Not indicated** | | **Agree and Strongly**  **Agree Combined** |
| Argyll & Bute | 100% | |  |  |  | |  |  | | **100%** |
| 1 | |  |  |  | |  |  | | **1** |
| Ayrshire & Arran | 72.21% | | 27.9% |  |  | |  |  | | **100%** |
| 44 | | 17 |  |  | |  |  | | **61** |
| Dumfries & Galloway | 69% | | 31% |  |  | |  |  | | **100%** |
| 20 | | 9 |  |  | |  |  | | **29** |
| Fife | 66.7% | | 27.8% |  |  | |  | 5.6% | | **94.5%** |
| 12 | | 5 |  |  | |  | 1 | | **17** |
| Forth Valley | 71% | | 27% | 1% |  | |  |  | | **98%** |
| 60 | | 23 | 1 |  | |  |  | | **83** |
| Grampian | 60% | | 33.3% | 6.7% |  | |  |  | | **93.3%** |
| 9 | | 5 | 1 |  | |  |  | | **15** |
| Greater Glasgow & Clyde | 68.1% | | 29.8% |  |  | | 2.1% |  | | **97.9** |
| 32 | | 14 |  |  | | 1 |  | | **46** |
| Highland | 83.3% | | 16.7% |  |  | |  |  | | **100%** |
| 10 | | 2 |  |  | |  |  | | **12** |
| Lanarkshire | 67.7% | | 27.4% | 1.6% |  | | 3.2% |  | | **95.1%** |
| 42 | | 17 | 1 |  | | 2 |  | | **59** |
| Lothian | 79.3% | 18.6% | | 1.4% | 0.7% |  | |  | **97.9%** | |
| 111 | 26 | | 2 | 1 |  | |  | **137** | |
| Orkney | 100% |  | |  |  |  | |  | **100%** | |
| 2 |  | |  |  |  | |  | **2** | |
| Scottish Borders | 100% |  | |  |  |  | |  | **100%** | |
| 8 |  | |  |  |  | |  | **8** | |
| Shetland | 64.7% | 29.4% | |  | 5.9% |  | |  | **94.1%** | |
| 11 | 5 | |  | 1 |  | |  | **16** | |
| Tayside | 52% | 48% | |  |  |  | |  | **100%** | |
| 13 | 12 | |  |  |  | |  | **25** | |
| Western Isles | 100% |  | |  |  |  | |  | **100%** | |
| 3 |  | |  |  |  | |  | **3** | |
| Health Board not indicated | 83.3% | 16.7% | |  |  |  | |  | **100%** | |
| 5 | 1 | |  |  |  | |  | **6** | |

**Figure 6: Statement 3. I was satisfied I was given appropriate information prior to surgery**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Health Board** | **Strongly Agree** | **Agree** | **Neutral** | **Disagree** | **Strongly Disagree** | **Not**  **indicated** | **Agree and Strongly**  **Agree Combined** |
| Argyll & Bute |  | 100% |  |  |  |  | **100%** |
|  |  | 1 |  |  |  |  | **1** |
| Ayrshire & Arran | 72.1% | 26.2% | 1.6% |  |  |  | **98.3%** |
|  | 44 | 16 | 1 |  |  |  | **60** |
| Dumfries & Galloway | 69% | 27.6% | 3.4% |  |  |  | **96.6%** |
| 20 | 8 | 1 |  |  |  | **28** |
| Fife | 72.2% | 16.7% | 5.6% |  |  | 5.6% | **88.9%** |
|  | 13 | 3 | 1 |  |  | 1 | **16** |
| Forth Valley | 73.8% | 23.8% | 1.2% | 1.2% |  |  | **97.6** |
|  | 62 | 20 | 1 | 1 |  |  | **82** |
| Grampian | 66.7% | 33.3% |  |  |  |  | **100%** |
| 10 | 5 |  |  |  |  | **15** |
| Greater Glasgow & Clyde | 74.5% | 23.4% |  | 2.1% |  |  | **97.9%** |
| 35 | 11 |  | 1 |  |  | **46** |
| Highland | 83.3% |  | 8.3% | 8.3% |  |  | **83.3%** |
| 10 |  | 1 | 1 |  |  | **10** |
| Lanarkshire | 72.6% | 22.6% | 1.6% |  | 3.2% |  | **95.2%** |
| 45 | 14 | 1 |  | 2 |  | **69** |
| Lothian | 79.3% | 18.6% | 1.4% | 0.7% |  |  | **97.9%** | |
| 111 | 26 | 2 | 1 |  |  | **137** | |
| Orkney | 100% |  |  |  |  |  | **100%** | |
| 2 |  |  |  |  |  | **2** | |
| Scottish Borders | 100% |  |  |  |  |  | **100%** | |
| 8 |  |  |  |  |  | **8** | |
| Shetland | 70.6% | 29.4% |  |  |  |  | **100%** | |
| 12 | 5 |  |  |  |  | **17** | |
| Tayside | 44% | 56% |  |  |  |  | **100%** | |
| 11 | 14 |  |  |  |  | **25** | |
| Western Isles | 100% |  |  |  |  |  | **100%** | |
| 3 |  |  |  |  |  | **3** | |
| Health Board not indicated | 83.3% | 16.7% |  |  |  |  | **100%** | |
| 5 | 1 |  |  |  |  | **6** | |

**Figure 7: Statement 4. The staff were pleasant and helpful**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Health Board** | **Strongly Agree** | **Agree** | **Neutral** | **Disagree** | **Strongly Disagree** | **Not indicated** | | **Agree and Strongly**  **Agree Combined** |
| Argyll & Bute |  |  | 100% |  |  |  | | **100%** |
|  |  |  | 1 |  |  |  | | **1** |
| Ayrshire & Arran | 82% | 18% |  |  |  |  | | **100%** |
|  | 50 | 11 |  |  |  |  | | **61** |
| Dumfries & Galloway | 86.2% | 13.8% |  |  |  |  | | **100%** |
| 25 | 4 |  |  |  |  | | **29** |
| Fife | 83.3% | 16.7% |  |  |  |  | | **100%** |
|  | 15 | 3 |  |  |  |  | | **18** |
| Forth Valley | 81% | 19% |  |  |  |  | | **100%** |
|  | 68 | 16 |  |  |  |  | | **84** |
| Grampian | 73.3% | 20% | 6.7% |  |  |  | | **93.3%** |
| 11 | 3 | 1 |  |  |  | | **14** |
| Greater Glasgow & Clyde | 87.2% | 12.8% |  |  |  |  | | **100%** |
| 41 | 6 |  |  |  |  | | **47** |
| Highland | 91.7% |  |  |  | 8.3% |  | | **91.7%** |
| 11 |  |  |  | 1 |  | | **11** |
| Lanarkshire | 85.5% | 11.3% |  |  | 3.2% |  | | **96.8** |
| 53 | 7 |  |  | 2 |  | | **60** |
| Lothian | 88.6% | 10.7% |  | 0.7% |  |  | **99.3%** | |
| 124 | 15 |  | 1 |  |  | **139** | |
| Orkney | 100% |  |  |  |  |  | 100% | |
| 2 |  |  |  |  |  | 2 | |
| Scottish Borders | 100% |  |  |  |  |  | 100% | |
| 8 |  |  |  |  |  | 8 | |
| Shetland | 76.5% | 23.5% |  |  |  |  | **100%** | |
| 13 | 4 |  |  |  |  | **17** | |
| Tayside | 76% | 24% |  |  |  |  | **100%** | |
| 19 | 6 |  |  |  |  | **25** | |
| Western Isles | 100% |  |  |  |  |  | **100%** | |
| 3 |  |  |  |  |  | **3** | |
| Health Board not indicated | 100% |  |  |  |  |  | **100%** | |
| 6 |  |  |  |  |  | **6** | |

**Figure 8: Statement 5. It was worth travelling to the Golden Jubilee National Hospital in order to be treated quickly**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Health Board** | **Strongly Agree** | **Agree** | **Neutral** | **Disagree** | **Strongly Disagree** | **Not indicated** | **Agree and Strongly**  **Agree Combined** |
| Argyll & Bute | 100% |  |  |  |  |  | **100%** |
|  | 1 |  |  |  |  |  | **1** |
| Ayrshire & Arran | 90.2% | 8.2% | 1.6% |  |  |  | **98.4%** |
|  | 55 | 5 | 1 |  |  |  | **60** |
| Dumfries & Galloway | 86.2% | 6.9% | 3.4% |  | 3.4% |  | **93.1%** |
| 25 | 2 | 1 |  | 1 |  | **27** |
| Fife | 77.8% | 11.1% |  | 5.6% | 5.6% |  | **88.9%** |
|  | 14 | 2 |  | 1 | 1 |  | **16** |
| Forth Valley | 83.3% | 15.5% |  | 1.2% |  |  | **98.8%** |
|  | 70 | 13 |  | 1 |  |  | **83** |
| Grampian | 86.7% | 6.7% |  |  | 6.7% |  | **93.4%** |
| 13 | 1 |  |  | 1 |  | **14** |
| Greater Glasgow & Clyde | 78.7% | 14.9% | 4.3% |  | 2.1% |  | **93.6%** |
| 37 | 7 | 2 |  | 1 |  | **44** |
| Highland | 91.7% | 8.3% |  |  |  |  | **100%** |
| 11 | 1 |  |  |  |  | **12** |
| Lanarkshire | 87.1% | 8.1% | 1.6% |  | 3.2% |  | **95%** |
| 54 | 5 | 1 |  | 2 |  | **59** |
| Lothian | 85% | 10.7% | 3.6% | 0.7% |  |  | **95.7%** |
| 119 | 15 | 5 | 1 |  |  | **134** |
| Orkney | 100% |  |  |  |  |  | **100%** |
| 2 |  |  |  |  |  | **2** |
| Scottish Borders | 100% |  |  |  |  |  | **100%** |
| 8 |  |  |  |  |  | **8** |
| Shetland | 82.4% | 17.6% |  |  |  |  | **100%** |
| 14 | 3 |  |  |  |  | **17** |
| Tayside | 72% | 24% | 4% |  |  |  | **96%** |
| 18 | 6 | 1 |  |  |  | **24** |
| Western Isles | 100% |  |  |  |  |  | **100%** |
| 3 |  |  |  |  |  | **3** |
| Health Board not indicated | 100% |  |  |  |  |  | **100%** |
| 6 |  |  |  |  |  | **6** |

**Figure 9: Statement 6. I would recommend the service to my friends and family**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Health Board** | **Strongly Agree** | **Agree** | **Neutral** | **Disagree** | **Strongly Disagree** | **Not indicated** | **Agree and Strongly**  **Agree Combined** |
| Argyll & Bute |  | 100% |  |  |  |  | **100%** |
|  |  | 1 |  |  |  |  | **1** |
| Ayrshire & Arran | 86.9% | 11.5% |  |  |  | 1.6% | **98.4%** |
|  | 53 | 7 |  |  |  | 1 | **60** |
| Dumfries & Galloway | 79.3% | 13.8% | 3.4% |  | 3.4% |  | **93.1%** |
| 23 | 4 | 1 |  | 1 |  | **27** |
| Fife | 77.8% | 11.1% | 11.1% |  |  |  | **88.9%** |
|  | 14 | 2 | 2 |  |  |  | **16** |
| Forth Valley | 81% | 16.7% | 1.2% |  | 1.2% |  | **97.7%** |
|  | 68 | 14 | 1 |  | 1 |  | **82** |
| Grampian | 86.7% | 6.7% |  |  | 6.7% |  | **93.4%** |
| 13 | 1 |  |  | 1 |  | **14** |
| Greater Glasgow & Clyde | 78.7% | 14.9% | 4.3% |  | 2.1% |  | **93.6%** |
| 37 | 7 | 2 |  | 1 |  | **44** |
| Highland | 91.7% | 8.3% |  |  |  |  | **100%** |
| 11 | 1 |  |  |  |  | **12** |
| Lanarkshire | 90.3% | 4.8% | 1.6% |  | 3.2% |  | **95.1%** |
| 56 | 3 | 1 |  | 2 |  | **59** |
| Lothian | 83.6% | 12.1% | 2.9% | 0.7% |  | 0.7% | **95.7%** |
| 117 | 17 | 4 | 1 |  | 1 | **134** |
| Orkney | 100% |  |  |  |  |  | **100%** |
| 2 |  |  |  |  |  | **2** |
| Scottish Borders | 100% |  |  |  |  |  | **100%** |
| 8 |  |  |  |  |  | **8** |
| Shetland | 82.4% | 17.6% |  |  |  |  | **100%** |
| 14 | 3 |  |  |  |  | **17** |
| Tayside | 80% | 20% |  |  |  |  | **100%** |
| 20 | 5 |  |  |  |  | **25** |
| Western Isles | 100% |  |  |  |  |  | **100%** |
| 3 |  |  |  |  |  | **3** |
| Health Board not indicated | 100% |  |  |  |  |  | **100%** |
| 6 |  |  |  |  |  | **6** |

1. **Individual Patient Comments**

Patients were also invited to provide comments about their experience, all comments have been collated into the following key groupings:

* Compliments and positive feedback
* Comments providing feedback & potential areas for further improvement to the service:
  + Travel/transport related feedback
  + Feedback about our communication
  + Feedback about administration and or booking/ appointment Issues
  + Clinical or care related comments and feedback
  + Feedback about our current discharge processes

|  |
| --- |
| **Compliments** |
| Great Service and hospital and when I was in staying. First class |
| Big thanks to the doctors and nurses and all the staff at the jubilee, first class |
| I fully appreciate the professional advantages of the multi-discipline procedures to my gross advantage |
| I was very happy with each stage of my treatment. The nurses and doctors were very professional and took the time to explain everything |
| excellent service |
| I have nothing but praise for all of the staff. They were amazing and the hospital was superb |
| excellent service |
| Excellent, my knee feels great after 30 years of extreme pain and constant issues. Now much better |
| excellent |
| I found all staff very helpful, nursing staff very informative, answering any questions that I had |
| I was greeted with a volunteer as soon as I entered the hospital who took me to all the departments I had to go to. A very good service, well done. |
| I am very grateful for the treatment I received |
| I had first class treatment, I would recommend it to anyone, first class. |
| I had not had an operation before and I was looked after very well at every stage |
| The service I received throughout my visit has been first class. I would recommend Caledonian Anaesthetic. It gives 24 hours pain relief (less time in hospital). Head start with physio. Walking 6 hours after op. |
| 3 people in my family have had hip replacements in the past 3 years, my husband, my sister and myself all with excellent results |
| Exceptionally satisfied with all treatments |
| The operation and aftercare were fantastic. I am glad I opted to go to the Golden Jubilee |
| I cannot praise my treatment enough it was excellent, thank you |
| The care and attention I received was first class. Very professional. I don't think it could be any better |
| I could not fault the good treatment I received in the Golden Jubilee Hospital. There is no words to describe how everyone treated the patients |

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| **Compliments Continued……** |
| Very pleased with all aspects of my treatment. A big thank you to all the team. We are so lucky to have you |
| The staff were friendly and couldn't have got better treatment |
| The food was lovely. The staff treated me very well. They made me welcome when I got there and I have no complaints at all. I have told everyone how good you were. Best hospital I have been in . Been in a few in my life. |
| After having my left hip operation on by Mr Papadopoulos and his staff I am hoping to have my right hip operated on in the near future and would like to have my operation done at the Golden Jubilee. I was very satisfied with my treatment and care |
| I had my 2 knees replaced at the GJNH and both have been a great success. I cannot praise the surgeons, nurses and al the staff enough for the care and attention on both occasions |
| No complaints, first class service |
| I had wonderful treatment and Mr Picard was the best surgeon and came to visit me three times during my stay. I had bilateral hip replacement |
| I wish it to be made known that the treatment received by staff at the GJH was 1st class to say the least. I feel very fortunate to have had my operation of a replacement knee carried out at your hospital. Everyone that I spoke to regarding many aspects of the replacement knee, physiotherapy, catering, nursing and medical staff were very professional in how they carried out their duty. From the moment I arrived, both for pre-medical and for the operation I felt at ease. My brother in law had heart by-pass and a friend from Kilwinning had his knee replacement operation which was carried out by your team and everyone sang the praise of care and detail to attention. When I returned home and recovering from my operation I carried out all exercise recommended in the booklet and by the staff at the Jubilee. As a result of this people at home both friends and relative remarked on how quickly I had recovered. First of all, the fact that the GJ is not an A&E unit I personally believe helps in the fact that your staff can pay more attention to the tremendous job they do. Secondly I have praised the efforts of your team to a number of people that I have been in contact with since returning home and stressed the fact that if you listen and understand what professional people tell you to do it helps greatly in recover. My foregoing comments should you desire can be used to express all my thanks to a wonderful team of people. Should I ever have to have an operation carried out then the Golden Jubilee would be my first choice. |
| the service was second to none |
| the whole experience was exceptional |
| I was satisfied with all my treatment |
| After having an operation at Crosshouse that went wrong this hospital was a joy to come to. Very clean and was treated with respect |
| I was impressed by the level of expertise of the staff and surgeons. Everything seemed to work like clockwork |
| I was given first class care and attention in my 4 day stay and I could not have asked for more |
| My overall experience was all very positive with a good outcome as regards to my surgery |
| The hospital is staffed by wonderful people |
| I cannot speak highly enough about the care I received pre-op, during and after care of operation and community care given to me by the Golden Jubilee team, thank you all |
| cannot fault the service I received |
| I would recommend this service to my friends with the exception of the long travel |
| Very friendly staff, a credit to the hospital |

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| **Compliments Continued……** |
| I just want to express my sincere thanks for the wonderful treatment and care you all showed to me before during and after my hip replacement surgery. Many thanks to you all - I feel privileged to have been in your care in a wonderful hospital |
| first class service, thank you. Always felt 'patients matter' throughout. Listened to |
| My treatment at the golden jubilee was first class. Excellent care from doctors nurses, physio's and ancillary staff. Wards and meals also excellent |
| I could not have had a better treatment from the initial appointment until my discharge after surgery |
| I cannot fault the treatment and care I received. |
| Had my 1st hip replaced at stracathro hospital angus and was so pleased with the care and treatment that I felt like asking to go back there but the care and treatment at GJNH was the same - no complaints at all |
| Its been the best hospital I've been in - spotless, food 1st class and most important, the staff are 1st class and helpful (ward 2 east, room 208) |
| I was very satisfied with my treatment in the Golden Jubilee and hope if I ever have to have further hospitalisation I am admitted there! From the Consultant to the domestic staff everyone was most kind and helpful and the food was lovely |
| Excellent before and after service |
| 100% pleased with my hip replacement |
| Everything went like clockwork. I have nothing but praise for the hospital and all the doctors and staff who looked after me. Thank you all once again |
| Having new hip changed my life completely |
| Excellent on everything |
| all good thanks |
| great service, thanks |
| The staff and surgeon could not have been more helpful during my visit. Any questions I had were answered and any fears were put at ease. During the actual operation time the staff were fantastic in making sure I recovered well |
| My hip replacement in January was a very good experience - efficient, friendly staff and the opportunity to stay overnight beforehand was very welcome |
| Most grateful for your prompt and excellent care |
| The service care and attention I received was exceptional and I am very grateful to all of the staff at the hospital |
| Everyone involved with my treatments and operations and my recovery were brilliant. Best hospital I've ever been in |
| Cant thank the staff and surgeon enough for my stay and operation at this hospital. Everyone was very helpful |
| All the people involved were highly professional and gave me confidence to trust them |
| Last visit was for check up and advice. First class, thank you |
| best thing I ever did |
| I had an overnight stay in the hospital. All I can say I got first class treatment and a really good surgeon. Excellent |
| very good service. No problems encountered |

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| **Compliments Continued……** |
| Have had superb treatment for both my knee replacement over the 15 months, together with follow-ups, when I was somewhat anxious |
| Very nice, friendly and brilliant staff, would not hesitate to come back if needed |
| Super service. Very handy and comfortable. Hotel is so close to the hospital. X-ray very fast. Very nice people. |
| I have been so impressed and delighted with absolutely everything to do with my contact with Golden Jubilee from 1st contact throughout my continuing care and contact thereafter. The very positive 'customer care' contact and attitude from all staff has been superb! |
| I am delighted to have been treated at the GJNH |
| I was very lucky to be referred to GJNH. From surgeon to cleaner I felt everyone was there for me |
| Fantastic nursing team. Dedicated surgeon. Hospital facilities fist class/ the free internet a god send for long term patients. Can't fault anything |
| Excellent hospital and staff |
| Everyone involved in my surgery and after care explained in great detail their respective roles. I felt reassured before my surgery and the care I received post surgery was second to none |
| Excellent surgeon, fantastic staff, pain free now after my operation. Just amazing, thanks very much |
| my stay at GJNH was first class |
| Very helpful, made sure I understood situation and risks, was glad to get the op done sooner than expected |
| I have another 2 visits to go and don't have a problem with it. Everyone very friendly |
| prompt attention at all appointments |
| 1st class treatment by everyone I had dealings with |
| This is the best hospital service I have ever been to and I told them that after my first op in Golden Jubilee that I would not be going anywhere else for my second |
| Everything about the Golden Jubilee is amazing and I requested my second knee to be operated on there. The staff are conscientious and I liked the way the equipment was wiped clean after use. The after care was reassuring especially the phone calls |
| All staff were very helpful and my stay in hospital was very good |
| LH knee replacement - very successful - took some time |
| I would like to thank so much all the care from entrance to exit I received at GJNH. This hospital is a credit to Scotland and the staff are 2nd to none. I now have a new lease of life following my hip op. Once again than you so much |
| awaiting the date of my 2nd operation, 1st treatment good |
| very good service, quick and helpful with excellent standards |
| Very happy with my treatment during my stay at the Jubilee. Staff were fantastic |
| outstanding service before and after my operation |
| superb treatment. My life has been transformed, can't thank the staff enough |
| I am so grateful for the quick expert service given to me by GJNH. Excellent care was received |
| I was most impressed with the efficiency and friendliness of all staff. I was treated as a person and not a number. |
| I was impressed by the quality of service I received in terms of attentiveness, pleasant staff. I am continuing with treatment as I still have some post operative issues. I am again impressed by being able to continue to attend without going through my GP. Also quick response to request for further consultation and appointment. Staff committed to resolving these post operative issues |

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| **Compliments Continued……** |
| I have had 3 ops on my hips, 1 in Dumfries and 2 in the Jubilee in the last 8 years ( broken femur 6 years ago). Mr Baines was my surgeon, one of the best in the business |
| I was extremely impressed with all aspects of my treatment at GJNH. Surgical team, nursing team, admin, catering staff all excellent. |
| I was very satisfied with my excellent care I received during my stay |
| I have had a few stays in this hospital and it is best ever |
| There is a very warm calm welcoming ethos as you enter the Golden Jubilee and this continues on your journey through the hospital. Staff are very friendly, helpful and efficient and appear to be happy in their work. The system in operation seems slick and successful with both staff and patients being kept well informed. This leads to greater continuity which helps build confidence (something very important from the patients perspective). Time organisation is also well managed and follow up calls and appointments are very supportive. Other hospital would do well to study this system. I will be more than happy to sing the praise of the Golden Jubilee having had 2 hip replacements and awaiting a knee replacement which I am hoping will also be done at the Jubilee thus leading to a more pain free and active life. Its a lovely thought that through your expansion programme many more people could benefit from your skills, talents and expertise. I wish you every success for the future and will be very happy to participate in any further correspondence |
| The service patients get is outstanding. I don't think you would be able to improve it. Thank you |
| Just fantastic, from my first app. We were 1 1/2 hours late and the staff were wonderful. Have not stopped telling everyone how wonderful you all are. |
| I found the staff very helpful and friendly. The toilets in particular were far cleaner than my previous experience |
| Everyone I came in contact with were pleasant and helpful |
| so grateful for the orthopaedic surgery, no pain now - thanks |
| This was a first class service and all staff were informative, patient, helpful and kind. Thank you |
| Allowing for the fact that I live 2 1/2 hours away it was probably the best hospital experience I have had |
| From consultation through to discharge I felt I was in great hands. A professional and caring team throughout |
| Delighted with the treatment received, doctors, nurses and other staff were caring and efficient in all areas |
| After years of pain from my left hip it is now pain free. Very attentive staff |
| Would go to Jubilee Hospital again for future treatment if required and offered |
| I was delighted by the services received in your hospital |
| Excellent treatment given by a very friendly staff. Worth the trip to the Golden Jubilee |
| I was very pleased with my treatment, the nursing staff were so helpful and always made time to answer any queries or problems. The theatre staff were excellent |
| Over the month I was in hospital I felt I was given immense support from all departments particularly physiotherapy. If I have to have further surgery I hope it is with you |
| Staff and experience of hospital appointments before and after was less stressful and anxious through information given. Staff care and attention from surgeon to nurses, axillaries and cleaners I have praised them to the hilt. Thanks for helping myself and family cope with my op and recovery since. Thanks to all. |

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| **Compliments Continued……** |
| What a really friendly place. The Golden Jubilee Hospital is. I am delighted to get the chance to express myself in writing. From the entry of the hospital right through the hospital and very important, the info desk and orthopaedic out patient department |
| Surgery was excellent |
| There surgery team were excellent and made me feel comfortable during my procedure. The nursing staff were also excellent |
| I was very nervous to have a hip replacement never having been in hospital since the birth of my daughter 48 years ago! However, I can honestly say my stay at Golden Jubilee was excellent - medically, attentiveness and kindness |
| Amazed on the quick turnaround from operation to discharge, which in my opinion is helpful to both patient and staff |
| I love this hospital, I hope it will go on forever, thanks xxx |
| I am very pleased with the service and outcome of the surgery I received. As above, the staff were very pleasant and helpful during my time at the Golden Jubilee Hospital. I only wish we had the same level of care in the Grampian area |
| BY far most friendly and helpful hospital. Its a good distance from my house but the extra travel was worth it |
| I had both left and right hip replacements done and the treatment at the GJNH was excellent in each instance |
| My impressions was even on entering the hospital for the first time, everything worked like clockwork, thank you |
| very good |
| Both service and treatment were first class. The staff are all very approachable and helpful. I have already recommended the hospital to others |
| outstanding service, extremely helpful, professional treatment |
| This as my second operation carried out at GJ and found both to be treated by all staff extremely well. No complaints whatsoever |
| I would return to the Golden Jubilee for any future treatment if I was given the opportunity |
| Fantastic service and the doctors and nurses were lovely. Hospital had a high level of cleanliness |
| Can't wait for my other hip to fail so I can return to your hospital lol |
| Every thing was very clear to understand, very friendly and professional |
| During my stay in the hospital the attention I was given was first class and would hope that if I needed to go to hospital it would be the jubilee |
| Following two surgeries now (hand) (carpal tunnel) the service and care provided were top class |
| First class care ad a wonderful hospital |
| The way all hospitals should be A+ |
| Delighted by both the process and the outcomes |
| Very grateful for the treatment doctors and his team plus the ward cleaners etc |

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| **Compliments Continued……** |
| My experience at the Golden Jubilee Hospital was excellent. All staff were superb - caring and professional. Sadly, this positive experience has been completely marred by the knowledge that I cannot return to the Golden Jubilee for my other knee replacement. Despite apologies from Alan Reid CMO Dept for mistakes made. 6 months after my first operation I still await treatment. I have been offered a provisional appointment for the opat at RAH. This is in direct contravention with the patients rights act which states a patients preference should be considered. |
| Very efficient organisation of all out patient appointments and surgery. I look forward to having my next knee replacement. |
| The surgeon, Mr Sarungi and team were excellent before and after my operation and I am now waiting on an appointment at the jubilee to have my other knee done. |
| All staff encountered were friendly and did their jobs thoroughly and professionally which was very reassuring, many thanks to all involved |
| The best treatment I have received in any hospital I have attended. The Jubilee is the best example of how hospitals should be. I was treated like a human being with individual needs by all staff members. I cannot praise this hospital enough, thanks to all |
| Very efficient |
| Special thanks to Syd Sara for a very good job on my knee replacement and doc Rhona who gave me my injections, she did a great job |
| Well organised and very helpful and friendly |
| The service and treatment at the golden jubilee hospital was excellent |
| From start to finish the service was excellent |
| My experience with the Golden Jubilee was first class. If ever I had to have surgery again I would ask to be sent to the Golden Jubilee. It is a 1st class hospital with 1st class staff. It is one of the most cleanest, friendliest hospitals I have ever been to |
| I could not have asked for any better treatment or service, everything was excellent |
| Treatment with care as if in a 5 star hotel from doctors, nurses, and cleaning staff 1st class having both hip and knee done |
| I was delighted by the excellent service and care provided by everyone |
| very well organised, good use of patient time at visit, very informative |
| Great hospital but some amenities could be updated, eg TV's |
| This was a very positive experience and I am grateful to all concerned. Having had 1 knee replaced I now need to arrange to get the other done in the new year. |
| Everything about my dealings with your hospital was first class |
| All staff and surgeons were first class |
| The care and treatment I received could not have been any better. The surgeon and his team and the nursing staff were friendly and caring 10/10. |
| It was the best results I've ever had after an operation and the staff were extremely helpful |
| Excellent service. Could not praise it enough. Staff were informative, friendly and totally professional |
| I wish all hospitals were like Golden Jubilee |

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| **Compliments Continued……** |
| Prof, Dr, Mr Maheshwari and his team and staff done a fantastic job on my right knee. I now try to play two rounds of golf per week. Thank you very much |
| The staff from cleaner to surgeon were simply superb |
| All staff were extremely helpful and efficient and I couldn't praise them highly enough. I should also have said they were friendly too |
| I have been nearly every hospital in the Glasgow area even Wishaw General but to me the Golden Jubilee was the best |
| Thanks to everyone at the Golden Jubilee |
| All staff very helpful. Great Hospital with great facilities. Appointment times always on schedule or early |
| I found everyone from the pre-op team, pre-surgery staff and surgeon very understanding and helpful. The ward staff and physio were extremely helpful and couldn't do enough for you |
| Everyone involved was very helpful. Excellent treatment throughout. Thanks to the whole team involved |
| I just wish all hospitals were run like yours. I.e.. 10 o'clock appointments seen on or before ten |
| Staff were amazing. Could not do enough to help which I was very grateful for. Thank you |
| A very well run and user friendly facility. Made a huge difference in reducing a ridiculous waiting time locally |
| Many thanks to Mr Ohli and his team for doing a wonderful job with my knee replacement surgery. My new knee is great, no pain at all and full mobility. Many thanks to everyone who looked after me so well while I was in hospital |
| I found everyone very polite, helpful and understanding |
| Excellent attention from start to finish |
| I am shortly going into Golden Jubilee for my 3rd operation. I cant praise Mr Clark and his team enough. Also the nursing staff were pleasant and helpful |
| I must say I received the best attention from Dr Ohly and his team in both my knee operations and would not hesitate to recommend this Golden Jubilee to anybody. I am back to the gym Monday to Friday thanks to the team at the Golden Jubilee |
| Far better than Ninewells |
| I've had both knees done at GJNH on both occasions I thought all staff were helpful and professional. Also the hospital cleanliness foes a long way to making me feel more comfortable |
| I was pleased with my treatment and stay before and after my operation |
| I would certainly recommend the Golden Jubilee. My treatment was superlative. All of my pre-op appointments were at the Golden Jubilee. My post op 6 week check up was by video link at Raigmore Hospital |
| Keep it up! |
| Can't fault anything - hoping to have my right knee replacement here as well |
| My initial operation was scheduled to be at RAH, Paisley but when I was asked or told that the Golden Jubilee was an option I did no hesitate in accepting to be operated on at the Golden Jubilee. The care and attention before and after was second to none and staff were brilliant and very helpful. Made me feel at ease and nothing was too much for them if I asked for aid |
| This was my second stay in hospital and it was 'fantastic'. Great food, great care, was very well looked after and nothing was a problem |

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| **Compliments Continued……** |
| I was very happy with the service of all the staff at the Golden Jubilee. The orthopaedic department are doing a great job and I for one is very grateful for all your help and support. Keep up the good work |
| Excellent care while in the hospital |
| In all the hospital I have been I can say that the Golden Jubilee has to be the best for information and the surgeon who could not do enough of me. I feel a new man, the staff were very kind and caring. I would recommend and do to all that I know. Thank you. |
| Very satisfied with treatment |
| A big thank you to all the staff and doctors who operated and nursing staff on the ward plus the physios, they were excellent. Thank you once again |
| Excellent care and attention received pre and post op |
| I was nervous about the op but the first visit to the Hospital was great. Everyone was so helpful and nice. The surgeon Mr Mahashwari was informative and put me at ease (I hope I have spelt his name correctly), many thanks to all |
| Excellent service and would hope that any further treatment required is carried out at GJNH |
| Everyone was brilliant. People so friendly at hospital and hotel. If I needed something else done and told it was the Jubilee I would not hesitate in having it done there. Have a well earned pat on the back, not many places can say that. Well done. |
| Felt very satisfied with the care and attention I received in hospital for the op |
| I can't thank Mr Clark and his team enough for giving me a new lease of life with my replacement hip operation. The run up to and the after care service was excellent. Prior to mu operation I was in constant pain and trying to get about on crutches, now I have no pain, no crutches and not even a limp. Once again thank you for everything |
| The entire experience was excellent. I was very apprehensive about surgery but as very pleasantly surprised. Need not have been concerned. Appointments, information before and after were first class. My recovery has been wonderfully successful. |
| My appointments were all conducted in an efficient and friendly manner. Accommodation within the hospital very comfortable. I found the staff to be pleasant, professional, quite jolly, reassuring. |
| Looking forward to any future treatment I may need in the coming years. Thank you all the staff throughout |
| Outstanding staff and treatment |
| Have had two ops, one knee left, one hip right and am now waiting eagerly for an appointment with Mr Seigmeth to have right knee done |
| Everything well explained and staff all very friendly and helpful |
| One of the nicest hospital I have ever been in. Clean, today and really lovely staff |
| I was treated very well by all nurses and surgeon |
| I received excellent treatment, the staff were very friendly and approachable. Hoping my next op will be in this hospital |

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| **Compliments Continued……** |
| My experience with the Golden Jubilee National Hospital from start to finish was absolutely excellent |
| Had both hips replaced at GJ and had no complaints |
| 10/10 for everything. |
| I received first class treatment from all would liken it to being in a private hospital which I have experienced the past |
| My treatment throughout was 1st class and I have already sung your praises to family and friends |
| I would just like to thank Mr Baines and his team for the efficient way my operation was carried out. May I also thank the after care team for taking care of me. You are the best. Keep it up |
| Staff in day surgery unit, theatre and post operative were fantastic! Extremely helpful and kind. He surgeon was very accommodating ensuring my follow up was closer to you |
| My time in hospital was great, the doctors and nursing staff were the best. The doctors were exceptional. I would recommend any one of to go to GJH |
| No fault at all - very pleased with the care I received - I would be back again if need be |
| 1st Class |
| Had my knee and hip done, the care I got was excellent. The staff first class |
| My stay at the Golden Jubilee was a very relaxed one. Everyone made my stay as pleasant as possible with my knee replacement. Thank you |
| Throughout my stay at the Jubilee I was very impressed with the professional treatment of the staff |
| The Golden Jubilee Hospital is one of the best hospitals I have been in. Clean. Everybody really helpful and nice. 100% well done |
| First class in every way |
| Both knees done, brilliant. It has enabled me to walk again and golf! |
| I was greeted with a smile. Was made very much at ease. |
| I would so recommend patients requiring surgery to go to the jubilee hospital for treatment if possible. The surgery I received and aftercare is fantastic |
| Everything about the hospital is good. The nurses did everything they could to make you comfy and that your pain is being controlled. If not they sorted it out asap. The outcome team are also a help on the occasion I had to phone them. They have good advice and would call to see if I was ok. Also arranging physio to to see my consultant again. Well done Golden Jubilee Hospital |
| I had a very pleasant stay in the hospital and could not fault most of the staff |
| First class treatment, staff are excellent |
| Had a very pleasant stay. Staff, both medical and domestic were excellent, many thanks |
| The best - 10 out of 10 |
| I found my stay at the Golden Jubilee very pleasant and relaxing. I found the staff very pleasant and accommodating and would recommend the GJ to anyone seeking an operation to replace any joint |
| My treatment as both out patient and in patient were excellent. My knee replacement has changed my life. I can go walking and am back at the gym. I would recommend the service to family/friends |
| I have nothing but praise of the hospital and staff |
| Excellent service from start to finish. Can't thank the staff enough. Have told others to try the hospital (worth travelling to) for an op |
| My overall treatment by my surgeon and his assistants, nurses etc was very caring and I felt very safe in their hands |
| Food in hospital was great - do not lose your right to cook food in house! |
| I would just like to thank all at the Golden Jubilee for my overall treatment and aftercare |

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| **Compliments Continued……** |
| Excellent service, Doctors and Nursing team were both professional, helpful and understanding |
| The people and treatment were first class. Now that I am up and running I am very grateful for all of their work |
| Very impressed with excellent attention from everyone |
| Everyone made me feel so relaxed. As a sufferer of anxiety they were great |
| I could not have been treated any better |
| First class treatment and information |
| I was completely satisfied with the service I got at the Golden Jubilee -everyone was so nice and helpful |
| From a customer care perspective, this was an exceptional experience |
| Its a good idea travelling for treatment when waiting lists in your own health board is really long |
| Although it was worth travelling to the Golden Jubilee at the age of 80 it did add to the trauma. If only there could be a Golden Jubilee nearer to Edinburgh |

All of the above comments have been shared with the clinical leads and clinical nurse managers and head of department so they can be cascaded to staff.

1. **Potential Areas for Improvement Identified following Patient Feedback**

The questionnaire was completed anonymously, there were 3 patients who provided very detailed commentary about their specific care – these have been excluded from the report given the responses are anonymous we are unable to follow these comments.

All remaining patient comments received are outlined below – and contain helpful feedback to support further improvement to the service.

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| **Travel / Transport Comments** |
| it would help if some Skype type system could be set up to eliminate the long journey to Glasgow for the follow up appointments |
| Only downside was as I live in Aberdeen. I think a train journey home after my operation would not have been suitable or comfortable. My daughter came down for me by car |
| I see that you offer video conferencing. I think that my 6 week appointment could have been done by this. I had to come down on Monday for an 8.50am appointment on Tuesday which lasted 25 minutes. I had a night in the hotel and two 3 1/2 hour car journeys. A bit unnecessary! |
| I was fortunate that my husband was able to drive me to the Golden Jubilee Hospital. Had I to rely on public transport this would have caused problems. |
| Travelling was the only minor problem for myself and my family |
| It is not very well signposted at the top of Agamemnon street. You have to look out for the pub at the top of the street |
| I have a car and the finance to travel but it was actually costly and reimbursement is a protracted and off putting process |
| I found the journey tedious and tiring |

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| **Communication Comments** |
| The most stressful thing was not knowing when the operation might be. I could not plan work or holidays as I did not know before a few weeks. I worried that I would be set back if I planned anything. This caused me a lot of anxiety and I wished you could have just said a date even 2 months beforehand. |
| I have been trying to get advice from arthroplasty clinic and have waited days. No-one got back to me. Poor service |
| Post operation- I know everyone is different but surgeons do this op differently - surely they should consult patients after the op for feedback |
| Only negative point for me that no nearly enough information was given to me for my discharge and after my operation as I live on my own |
| Where I have marked disagree was actually not due to the GJF hospital but lack of communication for Shetland Health Board. My trip away was pointless |
| I would like to have been given more information before I had my knee surgery |
| During post op process staff could have explained better as each step was ticked off. If the patient is not familiar with hospitals it can be very disorientating |
| Was often given the wrong meal at lunch/dinner time |

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| **Clinical / Care** |
| Got conflicting advice about type of knee replacement available for myself. I did not get the joint type agreed with the consultant and did not get an explanation |
| When returned to hospital due to infection my intravenous injections were supposed to be every 6 hours. The time gap varied considerably from 8 hours to 1 and a 1/2 hours on several occasions. I appreciate nurses are busy. |
| The pain relief medication I was given in hospital did not work for me (Cocodamol and Tramadol). I discovered on reading the leaflet enclosed with my prescription that both the above tablets depend on the patient having a stomach enzyme that reacts with the tablet to release morphine, some people don't have the enzyme for this to be effective of which I was clearly true. I therefore spent several days without pain relief which only happened when I began to take Ibuprofen once home. I am surprised that this situation was not recognised whilst I was in hospital, particularly as there is a pain management team. |
| I felt the ward following knee surgery was poorly set up. I had many problems using the reclining chair, accessing the small bathroom. |
| I am extremely disappointed in the aftercare as I live on my own |
| Some more advice on appropriate exercise would have been appreciated at 12 week check up |
| Pre and surgical appointments good but post operative care after discharged not supportive enough |
| Staff shortages overnight. I would have liked to see main consultant after operation to explain requirement to put in 3 screws to hip. I did not see main consultant on post operation appointment. |
| After my operation there did appear to be some confusion about what pain control to use and its effectiveness |
| Not all staff on the ward were caring. Some of the nurses were abrupt and left you on the bed pan too long and not always came when you have to use the buzzer |
| Because of complications after hip op I was in for 10 days. I felt totally isolated in a single room . It was a 3 hour round trip for visitors. If I had waited for ERI I would have been a lot happier. |

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| **Admin & APPT related** |
| Only problem I had was I didn't know I had to stay in for 12 days after surgery and didn't have enough stuff with me (clothes) |
| Kept waiting in room from 1pm to 4.10pm before operation. |
| The appointments were both for early morning but I was not seen till afternoon. |
| During consultations and MRI scan was discussed and discounted. If gone ahead I would have missed connections home. Is there a fallback position with regards to hotel accommodation as I was booked in for the 1 night prior to hosp appointment |
| My pre-op slots were delayed when I was asked if someone else could use them. This meant I missed same and was very late out of the hospital. However the new hip is great and the whole process trouble free |
| Excellent care to be let down by poor appointment department |
| In my experience everyone was so helpful apart from the booking office who made mistakes with my appointments on 2 occasions, disappointing! |

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| **Discharge Process - Feedback** |
| I could not fault my treatment in any way. The only slight concern was the wait for my medication (6 hours) |
| Pre-op service and post op was very effective. Only suggestion is to make pharmacy the same, I had arranged transport back to Edinburgh for 11am as advised by the ward staff but had to wait until 3pm for medications |
| I had no issues with the staff and care provided. The only matter of concern was waiting for discharge - lengthily wait from being told to actual discharge |
| The only comment I have is about the time I had to wait for my medicine. I was told I would be discharged on Sunday morning but I had to wait until after 5.30pm to get my medicine, otherwise first class treatment |
| The only downside was having to wait 8 hours in the departure area for medication to take home |
| Too much of a rush to get patient out of the hospital after operation |
| Only down side was a 2 hour wait for pharmacy discharge medications |

Having reviewed all of the above feedback, common themes have been identified and a number of actions developed to address the points made by patients to help us further improve the current service.

A number of these actions have already been implemented by the surgical divisional management team and the remaining actions will be taken forward in the next 6 – 12 months.

1. Ensure this report is shared in full with the orthopaedic MDT and all clinical and non clinical teams
2. Discharge processes and specifically discharge medication processes to be reviewed to reduce length of wait for patients – recruitment of additional RN nursing resource underway to reduce patient wait for counselling for discharge medication within the discharge lounge.
3. Patient admission times & processes on the day of surgery to be reviewed to avoid long waits for patients – this is being reviewed by the Hospital Expansion orthopaedic work stream group
4. Consideration to be given to providing improved facilities for patients staying longer in hospital – laundry, social space, activities etc – This will be considered as part of the hospital expansion and needs/ requirements have been identified by the Orthopaedic revision strategy group.
5. Consideration to be given as to how information about post op processes and exercise is shared / communicated to patients – Videos have been refreshed into smaller bite size clips and are available online for patients.
6. Review current VC clinic coverage – to see if this could be offered to other distant boards – this will be considered as part of the hospital expansion programme.
7. Care for patients requiring IV antibiotics – Senior Nursing team have recently separated patient flow (fast flow and longer term patients) within the wards to ensure longer term patients are grouped together and their needs can be better met.
8. A number of comments were made about the patients pain pathway – these will be fed back to the team and the overall approach to the patients pain pathway will be considered as part of the hospital expansion
9. External signage for patients travelling to GJF was highlighted as an area for improvement – this is being discussed further with the Local Authority as part of the hospital expansion planning

**Heather Smith, Programme Administrator**

**Claire MacArthur, Programme Manager**

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