**2017/18 - Patient Questionnaire - Ophthalmology**

# Introduction and Background

In advance of the planned expansion of the ophthalmology service in January 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

Over a period of 12- 14 months from Jan 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 5 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 during my outpatient appointment 2. I was given sufficient time to ask the clinical team questions during my pre operative assessment appointment 3. The staff were pleasant and helpful 4. It was worth travelling to the Golden Jubilee National Hospital in order to be treated quickly 5. 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 900 questionnaires were sent to patients who had recently had ophthalmology surgery at the GJF. The response rate was 74.8%, with 674 patients completing the questionnaire. Approximately 7,500 patients were treated within the ophthalmology service in 2017/18, the response rate is therefore statistically significant as it represents approx 9% of those treated in a typical year.

**Patient feedback has been overwhelmingly positive – an overarching key message is that 95.8% of patients agreed or strongly agreed that they would recommend the service to their friends and family.**

Responses were received from patients from all six Health Board we serve as set out in figure 2, which illustrates the responses were from a fair representation of patients – NHS GGC patients are slightly over represented whereas patients from NHS Lothian 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 Cataract Activity 2017/18** |
| **Fife** | 5 | **0.74%** | **4%** |
| **Forth Valley** | 65 | **9.64%** | **12%** |
| **Greater Glasgow & Clyde** | 231 | **34.27%** | **38%** |
| **Highland** | 5 | **0.74%** | **<1%** |
| **Lanarkshire** | 129 | **19.14%** | **20%** |
| **Lothian** | 239 | **35.46%** | **25%** |
| **Total** | **674** | **100%** | **100%** |

# 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 98% of patients greed or strongly agreed they were given enough time to discuss their treatment options during their out patient 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 98% of patients agreed or strongly agreed staff were pleasant and helpful
* Over 93% of patients agreed or strongly agreed it was worth travelling to the GJF for their treatment
* Over 95% 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 Posed** | | **Strongly Agree** | **Agree** | **Neutral** | **Disagree** | **Strongly Disagree** | **Agree and Strongly**  **Agree Combined** |
| 1. | I was given sufficient time to discuss treatment options during my outpatient appointment | 68.0% | 30.1% | 0.6% | 0.2% | 1.2% | **98.1%** |
|  | 458 | 203 | 4 | 1 | 8 | **661** |
| 2. | I was given sufficient time to ask questions during my pre-operative assessment appointment | 67.7% | 30.7% | 0.2% | 0.2% | 1.3% | **98.4%** |
|  | 456 | 207 | 1 | 1 | 9 | **663** |
| 3. | The staff were pleasant and helpful | 82.1% | 16.5% |  |  | 1.5% | **98.5%** |
|  | 553 | 111 |  |  | 10 | **664** |
| 4. | It was worth travelling to the Golden Jubilee National Hospital in order to be treated quickly | 72.4% | 21.2% | 3.0% | 1.0% | 2.4% | **93.6%** |
|  | 488 | 143 | 20 | 7 | 16 | **631** |
| 5. | I would recommend the service to my friends and family | 76.9% | 19.0% | 1.9% | 0.3% | 1.9% | **95.8%** |
|  | 518 | 128 | 13 | 2 | 13 | **646** |

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 8) . Analysis by Health Board of residence has identified there is no real significant difference in patients responses by Health Board of residence.

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 from individual patients about willingness to travel to be treated. 93.6% of patients agreed or strongly agreed it was worth travelling to the Golden Jubilee for their cataract surgery. Only 23 patients of a sample size of 674 patients, disagreed or strongly disagreed that 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 Lothian with 91.6% 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 during my outpatient appointment**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Health Board** | **Strongly Agree** | **Agree** | **Neither Agree or Disagree** | **Disagree** | **Strongly Disagree** | **Agree and Strongly**  **Agree Combined** |
| Fife | 100% |  |  |  |  | **100%** |
| 5 |  |  |  |  | **5** |
| Forth Valley | 69.2% | 30.8% |  |  |  | **100%** |
| 45 | 20 |  |  |  | **65** |
| Greater Glasgow & Clyde | 72.3% | 25.1% | 0.5% | 0.4% | 1.7% | **97.4%** |
| 167 | 58 | 1 | 1 | 4 | **225** |
| Highland | 80% | 20% |  |  |  | **100%** |
| 4 | 1 |  |  |  | **5** |
| Lanarkshire | 73.7 % | 24% |  |  | 2.3% | **97.7%** |
| 95 | 31 |  |  | 3 | **126** |
| Lothian | 59.4% | 38.9% | 1.3% |  | 0.4% | **98.3%** |
| 142 | 93 | 3 |  | 1 | **235** |

**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** | **Neither Agree or Disagree** | **Disagree** | **Strongly Disagree** | **Agree and Strongly**  **Agree Combined** |
| Fife | 100% |  |  |  |  | **100%** |
| 5 |  |  |  |  | **5** |
| Forth Valley | 67.7% | 32.3% |  |  |  | **100%** |
| 44 | 21 |  |  |  | **65** |
| Greater Glasgow & Clyde | 72.3% | 25.5% |  |  | 2.2% | **97.8%** |
| 167 | 59 |  |  | 5 | **226** |
| Highland | 80% | 20% |  |  |  | **100%** |
| 4 | 1 |  |  |  | **5** |
| Lanarkshire | 71.3% | 26.4% |  |  | 2.3% | **97.7%** |
| 92 | 34 |  |  | 3 | **126** |
| Lothian | 60.3% | 38.5% | 0.4% | 0.4% | 0.4% | **98.8%** |
| 144 | 92 | 1 | 1 | 1 | **236** |

**Figure 6: Statement 3. The staff were pleasant and helpful**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Health Board** | **Strongly Agree** | **Agree** | **Neither Agree or Disagree** | **Disagree** | **Strongly Disagree** | **Agree and Strongly**  **Agree Combined** |
| Fife | 100% |  |  |  |  | **100%** |
| 5 |  |  |  |  | **5** |
| Forth Valley | 83.1% | 16.9% |  |  |  | **100%** |
| 54 | 11 |  |  |  | **65** |
| Greater Glasgow & Clyde | 83.5% | 14.3% |  |  | 2.2% | **97.8%** |
| 193 | 33 |  |  | 5 | **226** |
| Highland | 100% |  |  |  |  | **100%** |
| 5 |  |  |  |  | **5** |
| Lanarkshire | 85.3% | 12.4% |  |  | 2.3% | **97.7%** |
| 110 | 16 |  |  | 3 | **126** |
| Lothian | 77.8% | 21.4% |  |  | 0.8% | **99.2%** |
| 186 | 51 |  |  | 2 | **237** |

**Figure 7: Statement 4. It was worth travelling to the Golden Jubilee National Hospital in order to be treated quickly**

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| --- | --- | --- | --- | --- | --- | --- |
| **Health Board** | **Strongly Agree** | **Agree** | **Neither Agree or Disagree** | **Disagree** | **Strongly Disagree** | **Agree and Strongly**  **Agree Combined** |
| Fife | 80% | 20% |  |  |  | **100%** |
| 4 | 1 |  |  |  | **5** |
| Forth Valley | 75.4% | 20% | 3.1% | 1.5% |  | **95.4%** |
| 49 | 13 | 2 | 1 |  | **62** |
| Greater Glasgow & Clyde | 75.8% | 18.6% | 2.6% | 0.4% | 2.6% | **94.4%** |
| 175 | 43 | 6 | 1 | 6 | **218** |
| Highland | 80% | 20% |  |  |  | **100%** |
| 4 | 1 |  |  |  | **5** |
| Lanarkshire | 76.8% | 17.8% | 2.3% | 0.8% | 2.3% | **94.6%** |
| 99 | 23 | 3 | 1 | 3 | **101** |
| Lothian | 65.7% | 25.9% | 3.8% | 1.7% | 2.9% | **91.6%** |
| 157 | 62 | 9 | 4 | 7 | **219** |

**Figure 8: Statement 5. I would recommend the service to my friends and family**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Health Board** | **Strongly Agree** | **Agree** | **Neither Agree or Disagree** | **Disagree** | **Strongly Disagree** | **Agree and Strongly**  **Agree Combined** |
| Fife | 100% |  |  |  |  | **100%** |
| 5 |  |  |  |  | **5** |
| Forth Valley | 81.5% | 16.9% | 1.6% |  |  | **98.4%** |
| 53 | 11 | 1 |  |  | **64** |
| Greater Glasgow & Clyde | 80.5% | 15.6% | 1.7% |  | 2.2% | **96.1%** |
| 186 | 36 | 4 |  | 5 | **222** |
| Highland | 100% |  |  |  |  | **100%** |
| 5 |  |  |  |  | **5** |
| Lanarkshire | 84.5% | 13.2% |  |  | 2.3% | **97.7%** |
| 109 | 17 |  |  | 3 | **126** |
| Lothian | 66.9% | 26.8% | 3.4% | 0.8% | 2.1% | **93.7%** |
| 160 | 64 | 8 | 2 | 5 | **224** |

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

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| **Compliments** |
| A very pleasant experience. I was a bit apprehensive about the whole process. I don't think I could have been treated better. A big thank you. |
| Excellent service. I have nothing but praise for all concerned at the Golden Jubilee. |
| The staff in the Jubilee were efficient and helpful. Patient journey was uneventful, Information was concise & informative. Instructions were clear and written information backed up verbal instruction. Staff introduced themselves and treated patients with respect and understanding. Most of all they smiled and had a sense of humour. No complaints about my journey. Thank you all. |
| A very thorough post op consultation. |
| I was glad to get an early appointment as I presume I'd have to have waited longer for one at my local hospital. |
| The treatment I received was excellent. My thanks to all who treated me. |
| As a retired architect, specialising in hospital design and procurement I was most impressed with the buildings and especially the professionalism of all the staff. My first visit to the Golden Jubilee Hospital was prior to its original opening, known as the 'Arab Hospital' |
| Staff very helpful in all departments. |
| Good all round service. |
| I would recommend any of my family and friends to be treated at the Golden Jubilee Hospital. I could not fault it in any way. |
| From start to finish, treatment from all the staff terrific. |
| I was very happy with my surgeon and his nurses. |
| I was happy to be given the chance to have my op at your hospital as I hadn't long to wait which was great. |
| The service was brilliant, have no complaints about anything, couldn't have any better service. Thanks all. |
| Efficient and helpful transport, assessment & operation. Cannot be faulted. |
| Delighted with treatment! |
| Lovely hospital, All staff were so helpful. I was happy with the treatment. Thank You. |
| One surgeon down - the other surgeon and team managed the situation well by working extra hard the afternoon I was there - Much appreciated! |
| Excellent care and attention from all staff. |
| The staff and doctors were all great at both visits to the hospital, all so nice. Thank You. |

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| **Compliments Continued……..** |
| I don't know how you could improve this service. I never at any time felt under stress. The staff were brilliant and at times quite comic in the course of their other duties. Everyone was put at ease. A good experience. |
| The whole experience was as first rate as any formal medical treatment about which one is very apprehensive can be. Many thanks and best wishes to all involved. |
| The staff were so friendly and made me feel very welcome indeed, nothing was ever too much for them. This helped put me at ease and made me relaxed. The hospital was the cleanest I have ever seen. |
| All 2 times, Excellent treatment |
| Effect of operation - Wonderful! |
| I was very well treated by all staff, looking forward to having second op with you. |
| The staff were fantastic. I was very uptight but so well looked after it made operation so much easier. |
| The standard of care I was given was excellent. |
| Everyone was very helpful. Thank You. |
| My treatment was excellent and staff wonderful. Thanks for your fabulous treatment. If I was to go into hospital id hope it would be Golden Jubilee. |
| I found all the staff very helpful and pleasant. The procedure was painless. It was a long day because of the travel but well worth it to get the procedure done so quickly. Great service. P.s the soup in the canteen was excellent!! |
| All staff very nice and helpful cant thank everyone enough for making my 2 visits go as well as they did. |
| The only comment I would make is that people coming a distance should have afternoon appointments. Thank you for all your kindness, it was much appreciated. |
| Just like to say that on both occasions for the eye operations, I was treated with kindness and respect from the nursing staff, who went about their jobs in a very professional way. Great team work, everyone trying their best. Both eye operations carried out by 2 skilled doctors and surgeons Dr Kearns and Dr Ross & their teams what an excellent experience for me. Nobody needs to worry or fear about an operation when we have wonderful people like them looking after us. What a success with my eyesight, its just a delight to be able to see again, everything crystal clear. From Edinburgh to Glasgow has never been a problem travelling, so I would recommend, its well worth the journey. Many thanks to everyone helping, caring after me & good luck to the NHS. |
| Excellent treatment/staff throughout. |
| Sincere thanks to everyone concerned |
| I would just like to say, the staff in the surgery unit were great and very caring. |
| Please thank all staff for me. |
| Although the process of the eye surgery was somewhat reminiscent of an assembly live it was very well done and the whole team both professional and caring. My chair driver from prep to operating theatre was on time and reassuring at a key time in the process. |
| Was very apprehensive, staff put me at ease. They were very professional at all stages of appointment. |
| Both times I attended to have Cataracts removed, I experienced fantastic service & treatment & cant thank all concerned enough for their care & professionalism. |
| Wonderful people keep up the great work. |

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| **Compliments Continued……..** |
| First class service. I am so glad I came to Golden Jubilee which is far superior to Forth Valley. |
| Sufficient time to ask questions was first class. I hope this continues in the Jubilee & is protected. |
| Well run hospital. |
| From pre consultation to having both cataracts treated the experience was great, and the outcome is sharp vision in both eyes. Thanks to everyone! |
| Well worth the journey, even though I had misgivings about having to travel so far. Thanks for the miracle of my sight. |
| Excellent attention and service throughout my 2 operations. |
| Thank you for giving me my confidence back, can enjoy life again. |
| Very good service. Lovely nurses, really nice clean environment. |
| Most grateful for the kind and quiet service provided. Thank you to all staff and surgeons. |
| Excellent! Cataract patients pre-op should be given the chance to see how calm the process is, and how calm the patients are too. |
| I was treated so well from the lovely nurses to the doctors on the 2 occasions I was there for operations. |
| Best hospital I have been to. |
| I was treated well. Thanks. |
| I have had both cataracts done, and in both occasions the nursing and medical staff were excellent and helpful and chatty, they put your mind at ease. Generally have no complaints at all. |
| This was a very stress free operation. Everything went according to plan, no hanging around waiting. The staff were top class and I hope if and when I need my left eye done I will be referred to the Golden Jubilee. |
| Cant find a thing wrong with your pre-op system or aftercare. Was completely satisfied about operation and was surprised about how painless and comfortable it was. |
| Great service. Wonderful surgeons and staff. |
| Dr Ross and all staff are a credit to the NHS for the work they do. They don't get paid the money they are worth! Thank you so much. |
| Slick process. Helpful staff at all stages. Staff organised, appeared interested. Excellent team spirit, put patients first. |
| Excellent service with my second eye with consultant. First experience was horrific (pain) |
| Thanks to all the team for my new eyes. |
| Operation done very efficiently by Dr Scott who explained everything to me. |
| The driver of the 15 seater vehicle for patients is to be HIGHLY COMMENDED. He lives in Lanark and picks up the vehicle. Then travels to Edinburgh to begin his day. He puts everyone at ease. He conducts each patient to their correct places for registration, he makes sure that everyone knows where to meet at the end of the day. His care is outstanding. |
| Extremely excellent treatment |
| Service and staff were wonderful. Time between arriving and op was quick and I am delighted with results. Now hoping it wont be long before I can have my second eye done. Thank you! |
| I found my visit to the Jubilee Hospital & Queen Margaret to be very pleasant and was very happy with the treatment given. |
| Fantastic treatment & First class staff. |
| I was so delighted with my first visit. I have requested to have my second cataract done at GJNH. Many thanks! |
| Staff were exceptionally kind and informative, although seeming to be under pressure. |

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| **Compliments Continued……..** |
| The service could not be faulted |
| Good many thanks! |
| Complete service was excellent, hope my other eye surgery is done here. |
| I was surprised how easy and pain free it was. |
| Staff were helpful and very informative on both my visits for my ops. Did not find travelling a problem through to GJNH. |
| First class treatment from beginning to end of treatment, thank you. |
| Transport A1 |
| I was delighted with all the help & operations I received at your hospital. I would hope if I needed any further care that I would be sent to the Golden Jubilee. Thank you. |
| The staff were very helpful & patient, their friendliness put me at ease before the procedure. |
| Great service 5 stars! |
| I thought the service was second to none. I would highly recommend to anyone. |
| very successful |
| All staff were most efficient, helpful & friendly during my visit to outpatients on the day of my surgery, I couldn't have been in a better hospital. All staff went out of their way to put patients as ease 10/10 from me. |
| The service was very good. |
| Thank you for looking after me so well. I appreciated being allowed to have a relative with me. |
| Dr Lavy who did the operation was excellent. |
| All of my treatment was dealt with in a very professional manor. All staff were excellent. |
| Very thankful to Dr Ross was a wonderful success |
| Patient transport was arranged for me on each of my three visits, assessment and both operations. This was done so efficiently. The nursing staff in the waiting room were very friendly and helpful and surgeon was excellent. There is nothing I could find fault with. |
| Wonderful hospital, staff very helpful made to feel at ease. |
| I got 5 star treatment. I have told all my family and friends. |
| Everyone was very pleasant and helpful. |
| I don't think you could improve on anything. I wish all hospitals were like your own. |
| I look forward to the next operation on my left eye. |
| The entire operation was excellent from start to finish |
| Excellent service, staff were superb absolutely no complaints. I would be happy to attend again without question. |
| All wonderful. The staff were very friendly and efficient and checked things like identity and proposed operations several times. |
| How can you improve on near perfection. My life has been so enriched by your treatment. |
| I thought all the staff were very kind and helpful, it was great to have my nerves calmed down. |
| I would hope to get other eye done next year. |
| Very satisfactory. |
| The service/treatment was excellent. Lovely staff, great hospital and would not hesitate to recommend the Golden Jubilee! |
| Very good hospital and very helpful staff. |
| First class service all the way through. Thank you. |

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| **Compliments Continued……..** |
| The trip from Fife might be more difficult for someone more elderly fortunately I am a reasonably fit 59yr old and it was not an issue. I found it to be an excellent service, and cut down my waiting time for cataract surgery. |
| I received perfect care thank you. |
| The whole experience was first class. It has been life changing and I feel much more independent. Wonderful! I have to single out the Irish Consultant who carried out my first procedure, his communication skills kept me calm and the procedure was completely pain free. |
| At my appointments everything was explained in great detail. Regarding the staff they are so efficient and excellent at their job, adding to that their pleasant and reassuring manner, it makes you feel humble and grateful. |
| I was very pleased at the success of the cataract surgery I was given to my left eye and cannot thank surgeon and staff at Jubilee Hospital enough for their hospitality. Thank You! |
| Having recently had a relative undergoing the same procedure at private hospital - namely Ross Hall, where nursing care was despicable I can only praise NHS for service received. |
| I was very pleased with the outcome of my treatment, and also the attention I was given while waiting for my surgery. I would recommend this to anyone. The nurses and Doctor were second to none, top marks to everybody. Many thanks again, also the waiting time to get the surgery was very quick! |
| Overall an excellent experience, Very professional |
| To all concerned in my eye treatment, a most sincere thank you for all TLC. Dr Webb & Mark were so patient. |
| From reception desk, clinics & hotel staff & due to op times stayed overnight could not fault anyone. |
| I was in Golden Jubilee Hospital for cataract surgery which is very successful and I am happy and also doctor and nurses and another staff member very kind and helpful. Thank all of them. |
| The staff were excellent! |
| Can I use this opportunity to thank all the staff for their friendly & efficient assistance! Well Done Jubilee! |
| I am 85 years of age and over the years I have attended several hospitals. Staff in most hospitals are usually pleasant, in your hospital, staff are pleasant and patients treated as VIP's |
| Excellent service, above and beyond what was required by staff! Thank you. |
| I would be grateful if you would pass on my sincere thanks to the surgeon, Dr Webb who carried out his duty most professionally. |
| My treatment at the hospital could not have been any better, the staff were very helpful in every way. Thank you very much! |
| I thought that I would have been more nervous, but I was taken shortly after arriving for my appointment. I was made to feel at ease right away. Thank you very much for everything. |
| Very happy with outcome!! |
| Cant praise my treatment highly enough, looking towards the next time! |
| I can only praise your staff, all very nice & helpful especially Dr Gonzallez. I told him he was a miracle worker helping people to see again! |
| The nurses were fantastic! |
| Thank you for all you have done for me. |

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| **Compliments Continued……..** |
| The staff made an effort to treat me as a 'person' not something I have experienced in other hospitals. They were efficient and their control and attention to detail instilled a confidence in the procedure. |
| It was a very positive experience. |
| All staff were very helpful and friendly on both visits to your hospital. |
| I am very grateful for the care and attention I received. Many thanks! |
| I find it impossible to say how you could improve the service. It was impeccable. |
| Thank you to all the doctors and staff for looking after me. |
| Due for my 2nd op in October, and looking forward to a similar experience. A great hospital & staff |
| I have already sent a letter stating my pleasure at the staff and Dr Ross's professionalism |
| Best hospital I have ever been treated in. |
| Excellent service and treatment. |
| I was very happy with the service I received while having treatment for cataract surgery. Both surgeons & nursing staff were very pleasant and helpful. |
| Fantastic hospital, Fantastic staff. I think everyone must be fed up with me going on about it. Once again thank everyone involved in helping me. |
| Can’t think of anything. Everyone was pleasant, helpful and efficient. Thank you all. |
| I was very happy with my treatment. I am a very nervous person, and the staff put me at ease making the whole thing as comfortable as it could be. Many thanks! |
| Was very impressed with the staff on how pleasant they were, even though I was terrified, they helped me relax and reassured me everything would be fine, and it was. The doctor has done an incredible job on my right eye, everything is so clear now. Just wish that I could have my left eye done soon as I notice the difference between them both. The left one is very dull and fuzzy sometimes difficult when reading the P.C at work, or when driving, in saying that all in all the staff were very very good with all the patients. |
| It allowed me to receive the treatment quicker - and the staff and facilities were first class! |
| I would highly recommend your services as I was treated extremely well by everyone at the hospital |
| Very pleased with overall experience |
| I cannot speak highly enough of my treatment. Everyone involved was totally professional, helpful and courteous. The outcome has exceeded my expectations. |
| I found Gary Whitelock who did my appointment bookings very helpful and efficient. I am grateful to Drs Park & Bryce & their teams for the vast improvement in my eyesight |
| A delightful clean friendly hospital inside and out. It was an amazing experience will recommend, albeit a long journey to get there. |
| It was just a bit too far from where I stay in Blantyre. But a very good hospital, and transport 100% |

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 2 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.

|  |
| --- |
| **Transport / Travel related comments** |
| I found the journey to be a bit long it would have been better to have it done at Forth Valley. |
| Clydebank is much further away than Glasgow & took me well out my comfort zone. Forth Valley's poor transport organisation made me think my app would be cancelled, but resulted in me arriving very late. As somebody who is always early I found this to be stressful. |
| I travelled with my husband and we were away from home for 12 hours. We are both 77 years old and we were very tired when we got home. No complaints about the treatment, the staff were excellent and very friendly. |
| Would have preferred a hospital in Edinburgh, I don't travel well on long journeys. Thank you. |
| The travelling to the hospital was 1 hour 30 mins each way and would have preferred to have attended a hospital a bit nearer. Albeit service received whilst in hospital was fantastic. |
| I found it was a long day as we left home at 9.30am and did not leave the Jubilee until 4.45pm the traffic was very busy at this time. We came by car, a good friend drove us both ways. Edinburgh would have been easier as I am 87 years old and long journeys get me confused! |
| Transport would have been welcome, needed 2 buses to attend. |
| Block appointments seem to be inappropriate and unnecessary considering time and distance some people have to travel. |
| Hospital no problems. Transport a nightmare. Being disabled bus - train to Dalmuir, then long walk or a taxi which would have cost £42.50 each way. |
| Because of distance, and travel time & expense. |
| The travelling was the only downside. |
| The distance to the hospital is too far. I am over 70 and have bad travel sickness. It was a nightmare for me, First 1 hour in a bus then 1 hour in a train. My sister also over 70 is from Edinburgh, she also first get a bus then train. St Johns is only 15-20 mins by car from my house, much much better. |
| Would have been more convenient to go to my local hospital. |
| Much as I appreciated the treatment I received, it would have been more helpful to have had the procedure done at the hospital nearest me i.e. Forth Valley Hospital. |
| Having to wait on other patients to be treated makes the wait far too long. Starting off at 07.30am not arriving home till 7pm!! |
| It is a rather long journey. I also experienced a rather long wait as I should have been on the waiting list for both eyes after my first assessment. This did not happen and resulted in a further 10 week wait. I would have been as well waiting to be treated in Edinburgh. |
| The NHS free bus from little France is an excellent idea and Mike, the driver is a gem! The Edinburgh flow centre through the bus travel was arranged, were inefficient and I (and another patient from Kirkliston) had to be taxied to our first eye surgery appointment. Some of there appointment procedures had been tightened up by my second appointment when travel went smoothly. |

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| **Transport / Travel related comments cont ……** |
| Travelling to Glasgow was difficult and made the whole process take far longer had I been treated in Edinburgh. |
| Would have preferred treatment in Lothian Hospital if no waiting list. |
| Availability & choice of food outside dinner/lunch periods, in the canteen would not be most welcome as many patients have travelled long distances to get to the hospital. |
| The service and all the staff were fabulous and I felt as if I was well looked after. The only downside was driving back and forward in rush hour 3 times during rush hour traffic (Husbands gripe) Well worth it. |
| A most pleasant experience, everyone was so nice. The bad things - You are 40 miles away. Even the Ambulance driver was a splendid chap. |
| I am 82 years of age, and it would have made more sense to be treated in Edinburgh, than travel to Glasgow! Although, I did have the most wonderful treatment and kindness, thank you. |
| A bit far to travel but great staff and surgeon thanks to the team. |
| I would have appreciated travelling to a hospital closer to me e.g. The Victoria, but other than this the service was great! |

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| **Communication Comments** |
| My recent visit was for a 2nd eye op, fortunately my first visit was excellent & I got ample information. However, the recent visit for my 2nd cataract was a tad shambolic & it was fortunate I had previous information. |
| My only problem was the receptionist in the department, she seemed to be having a bad day. Didn't seem ideally suited to working with the public. |
| Nursing staff were excellent both occasions. However surgeon was quite rude and made me feel uncomfortable. Taking into account the number of patients he sees could account for manners, however someone who is uncomfortable would have been put off I am certain. |
| All nursing staff brilliant, Consultant - lacking in people skills! |
| My second visit for the cataract surgery was spoiled somewhat by the attitude of the surgeon. He was late for the surgery and somewhat heavy handed whilst performing the procedure, compared to the first operation the second surgeon was a let down. I have nothing but praise for the nurses who on both occasions were superb. |
| I found the staff very helpful and supportive, willing and professional. I was reassured by the Surgeon personally on the day of Op. Very happy. Surgeon on Op2 had little clarity. His English was bad. Someone else spoke for him. He had to repeat instructions to nurses twice and vice versa. Left me a little less assured. Also he injected near eye pre-surgery. He explained why - but .... not reassured. |
| It would have been helpful to have had more explanation of what the surgery actually entailed and of its after effects - e.g. that you would be left with long sight & poor near sight (needing spectacles) this was a bit disconcerting so it was a new experience being previously short sighted. Perhaps too much reliance on leaflets! |
| I had my treatment in the Jubilee due to the lengthy waiting times in Edinburgh. On my first visit there was no reply from the telephone for fully 2 hours 20th Jan between 2pm - 4pm I then had to visit my opticians due to pain. During my appointments staff were pleasant and helpful. I had to stay in the hotel both times due to both appointments being early and the traffic from Edinburgh. I would like to thank all concerned for their help it is much appreciated. |
| The only problem I had was trying to speak to someone in outpatients regard my eye. I was told that the call would go to ensure machine and I would receive a call back, I waited until over 5 hours no call back. You need to get a new system. |
| The only problem was the wait time on day of procedure. App was 1.30pm did not get taken until 2.30 & then had to wait until after 4 before being taken to theatre. Having never been to theatre before this without being sedated, was a bit up tight not knowing what was ahead. Also worried about the person who had brought me sitting about waiting with no idea of what was happening. |

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| **Admin / Appointment related comments** |
| On my second op I was not given a follow up letter. I had to phone and seemingly a letter was not in the mail. Had been missed. However hospital staff excellent. Clean hospital. |
| By the time my operation was completed, the desk that stamps the travel expense form was closed. I was therefore unable to claim my expenses of £18.60 (Return rail fare from Edinburgh to Dalmuir) Extremely disappointing appointment 12.30 on 24/11/16 |
| My only criticism to the excellent treatment I received during my 2 cataract operations in Oct 16, & Jan 17 is the number of cancellations I had. On one occasion this was due to being placed on the wrong surgeons list, and on another it was due to the wrong lens being ordered. |
| If you are travelling from Fife, it would be easier if it was an afternoon appointment as bus services cant be relied on in the morning. |
| I disagree with the way my appointments were changed at a weeks notice and by telephone. |
| There was some confusion over records in both the Eye Pavilion, Edinburgh and the Golden Jubilee when I returned there for my operation. |
| Due to an error in my appointment time I had to travel through the night before for the rescheduled 08.30 time. I was disappointed to find that no transport could be provided from the train station after 5pm. I was otherwise very satisfied. |
| Consideration could be given to patients travelling a distance, e.g. give appointments out with rush hour. Nearly missed my first 9.30 appointment as journey took 1 3/4 hrs from Dunblane because of rush hour traffic. |
| I was not given advice by anyone with regard to travel costs and hotel accommodation. My appointments were 8am and 9am and I could not travel from Tillicoultry to arrive on time and be relaxed and unstressed for surgery, so stayed in adjoining hotel overnight, even at reduced price it is still expensive as my only income is my state pension. |
| A very long day. |
| My only gripe is that my assessment appointment was about 1 1/2 hours late and did not finish till 6pm. Not good when you live 90 miles away , I live in a village where the last bus arrives at 7pm. Fortunately I had arranged overnight accommodation at the Beardmore at my own expense. |
| I think that 5 hours in the pre-operative clinic is un-necessary particularly as the consultation is less that 1 hour! |
| Only downside was an extremely long wait in a very cold waiting room. A few elderly patients needed to be given blankets. |
| The day of my eye surgery, my eye appointment was for 10am my daughter and I duly arrived on time. Thereafter the time passed very slowly as I waited to be called for surgery. I finally was taken to theatre at 1.15pm I feel that the waiting time was too long. However the surgery was very successful. Thank you. |

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| **Admin / Appointment related comments contd…..** |
| My cataract surgery operation was 8.20am but was not taken until 12.30. No satisfactory reason was given. Other than that the medical treatment was first class and the staff couldn't have been more helpful. Many many thanks to you all. |
| I arrived at 8.25 for my 8.30 appointment. Was taken after someone who had already arrived earlier (9am appointment) Surely if you arrive before time you should not be taken after someone who's appointment is later than yours. |
| The only thing I did not care for was an 8am or 8.30am appointment, my son had to take a day off work to help me as we stay on the opposite side of the Clyde. The treatment and care were first class. I made an enquiry about a taxi from Crookston it was £16.00 each way |
| Morning appointments ran over so afternoon appointments were delayed. Nothing can plan for that, we were told & apologies given. This is not a complaint at all, just an observation. I hope that when I need the other eye done, I'll be able to come to the Golden Jubilee. |

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| **Clinical / Care Comments** |
| I had my second eye surgery on Jan. Unfortunately I suffered considerable pain during the procedure, unlike my pain free experience during my first eye in July. However the end result is great, Thanks. |
| Was not prepared how painful procedure would be or how long it would take to subside - was over 1 week & then eye felt gritty for a month or so but eventually settled & vision definitely improved. |
| Atmosphere at hospital rushed. Operation although successful in the end was badly done and I had to seek local Medical optical attention. Very angry & disappointed. |
| Eye was very sore on evening after operation. |
| First visit excellent! Second eye a very stressful visit due to staff, one nurse especially who was supposedly holding my hand. He did so, but it really was an assault in front of witnesses. Have you sorted out the supply of drinking water yet? Appalling to have to use cups of water lying around all day and not knowing if they had been used. Telling everyone about my experience - So sad! |
| 2 procedures of which second procedure was more 'Rougher' |

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 ophthalmology MDT and all clinical and non clinical teams
2. Patient admission times & processes on the day of surgery to be reviewed to avoid long waits for patients – once the new facilities are commissioned the new design will support the reduction in time a patient is in the unit for their surgical procedure
3. Patient appointment times in outpatients for those travelling longer distances – this has already been reviewed by the booking office manager to provide as many patients as possible middle of the day appointments for patients travelling. Given the further expansion of ophthalmology is for the west region there will be an increase in opportunity to offer more middle of the day appointments to those travelling further distances as the service expands year on year.
4. Flow within outpatients has already been reviewed and this combined with the recent move of outpatients from level 1 to level 4, the clinic flow has improved significantly, and now rarely runs late.
5. The post operative follow up helpline has been reviewed. There is now a process and nursing resource to ensure all patients who call with a post operative query or complication are triaged and given appropriate advice and/or reviewed in clinic without delay. In addition the Clinical Nurse Manager has introduced a mobile phone which is carried by the clinic co-ordinator on a daily basis.  Patients are given the mobile phone number at clinic and it is reinforced at the post surgery discussion that this number is solely for patients who are experiencing severe pain, redness, pus or blurred vision, rather than using the helpline which is only reviewed approximately every 3-4 hours and is for non-emergency issues.
6. The special lens ordering process has been reviewed by the SCN in theatre in conjunction with the booking office and a new process has been in place for some time now to ensure there are no patient cancellations on the day of surgery.
7. Whilst over 93% of patients agreed or strongly agreed it was worth travelling to receive treatment quickly, the majority of negative comments received related to travel or transport issues. The negative comments received were however interspersed with positive comments. Some patients expressed their wish to have had surgery locally – if there hadn’t been such long waiting times in their local hospital. There were also a number of comments about the transport provided by their local health board. These will be fed back via the Business Services Manager who regularly meets the referring Board Manager responsible for organising patient travel to the Golden Jubilee.

**Heather Smith, Programme Administrator**

**Claire MacArthur, Programme Manager**

**September 2018**