

Surgical Short Stay Service Re-Design Sub-Group

# **User Feedback on Day-case Surgical Operation Appointments in the Evening and at Weekends**

**Community Engagement Team  
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## 1. Introduction

Families and carers were surveyed on their views of day-case surgical operation appointments in the evening and at weekends. Letters and survey forms were sent via the Short Stay Project Office to those who had attended an evening or weekend appointment over the past 12 months. In total 150 forms were distributed.

Participants were asked to describe their and their child's experience of evening and weekend surgical appointments and to comment on the idea of continuing to offer appointments during these additional hours.

In order to facilitate responses a contact for further information and for assistance in the completion of the form was given, reply-paid envelopes were attached and a link to an on-line version of the survey was provided.

## 2. Response Rate

44 responses were received, a 29% response rate. 34 came from Glasgow and 5 from Paisley postcodes. All were family members who reported on their own and their child's experience. These children were described as follows:-

- 66% were boys and 34% girls.
- At the time of their appointment 18% were 4 years old or under, 64% were aged 5–11 years and 18% were 12–16 years.
- 30% were disabled, 70% were not
- 66% described their ethnic group as White, 30% as Asian and 1 was Chinese
- 89% of respondents were reporting on their child's first experience of Yorkhill.

## 3. Their Experience

Of the 44 respondents 61% had attended a weekend appointment while 39% attended in the evening. All reported that they had received enough information to help them plan for this appointment. They were then asked to compare their experience to an appointment on a weekday between 9am and 5pm, and to tell us if they felt the following were easier or harder to manage.

**Getting time off work:** 66% felt this was easier, 34% said it made no difference

**Fitting this appointment in with other children and family commitments:** 16% said evening and weekend appointments made this easier; 7% thought it was harder but 77% felt it made no difference

**Getting to and/or parking at Yorkhill:** 64% said easier, 22% said harder and 14% said no difference

**Access to support services e.g. cafes, Family Support, cashier etc:** 2% felt this was easier, 25% said it was harder and 73% felt it made no difference

Respondents were then asked about the date of their appointment and whether the evening or weekend availability had meant that they received an appointment sooner than they expected. 64% agreed that they had received an appointment sooner than expected, 7% felt that this was a longer wait than they had anticipated and 29% reported that the appointment was about the time they had expected to wait.

After reflecting on their experience respondents were then asked if they agreed that evening and weekend appointments mean quicker appointments and less time to wait. 84% agreed with this, 11% strongly agreed and 5% said they didn't know.

Thus, while there were some instances - principally access to the support services at Yorkhill and access - that were reported as being adversely affected by evening and weekend appointments, **on the whole respondents reported that their experience was either easier or unaffected.**

The **strong agreement that evening and weekend appointments meant quicker appointments and shorter waiting times** is significant given the aim of offering day-case surgical operation appointments in the evening and at weekends was to help manage waiting lists.

#### **4. Their Child's Experience**

As an evening or week end appointment can make a difference to a child's experience of surgery, respondents were asked to report on how their child had been affected by evening or weekend admission.

**Sleep Pattern:** 34% reported that their child slept well at home after their surgery, 64% said this was not applicable, 2% missing.

**The Hospital at Night:** 1 person reported that their child was upset by being in the hospital late at night, 13 reported that they were not upset and 29 said this was not applicable (1 response was missing). The same person reported that they – or their child – was worried about leaving the hospital late at night, 12 reported no worries and 27 said this was not applicable (2 responses were missing).

**Return to the Ward:** Respondents were asked if their child was offered suitable food on return from surgery. 93% reported that they were but 7% felt they were not. No one reported that their child had needed to stay in overnight.

**Fasting:** Respondents were asked how their child felt about not eating from 11am until the operation. 15% thought this was easy, 50% reported it was OK and 34% said it was hard for their child. However, the construction of this question failed to distinguish whether the time of the appointment was a factor in this difficulty or whether this would also have occurred if these children had been offered a weekday, daytime appointment. Thus, unfortunately, this finding is not particularly helpful in assessing children's experience.

Therefore, in summary, it can be seen that, with one exception, the experience of these children was not adversely affected by evening or weekend appointments.

## **5. Families' Recommendations & Comments**

Finally, respondents were asked if they would recommend day-case surgical operation appointments in the evening and at weekends. Despite some elements of their experience being harder than attending 9-5 during a weekday and one report of unhappiness at being in the hospital or its grounds late at night **93% of respondents reported that they would recommend evening and weekend appointments.** 1 person said they would not recommend them as a result of their unhappiness at being in and leaving the hospital at night. 2 responses were missing.

Respondents were then given the opportunity to make any further comments. Most people left this section blank but 10 noted their satisfaction with the quality of care their child had received and 1 commented on car parking charges.

## **6. Conclusions**

Care should be taken when interpreting these findings as this is a low response rate and a small number of views. However, it should also be noted that those who have had a poor experience will very often take the opportunity presented by a survey form to register their unhappiness at the treatment they were offered. This did not happen in this survey, suggesting that there could be little experience of dissatisfaction with evening and weekend appointments.

The key findings are:-

- The experience of families and children who had attended for day-case surgical operation appointments in the evening and at weekends was overwhelmingly positive
- Families agreed that evening and weekend appointments meant quicker appointments and shorter waiting times
- On the whole respondents reported that their experience as family members was either easier or unaffected
- With one exception, the experience of children was not adversely affected by evening or weekend appointments
- 93% of respondents reported that they would recommend evening and weekend appointments
- Only 1 person said they would not recommend evening and weekend appointments

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