

# Elective Surgery at Evenings and Weekends

Feedback from Families and  
Carers

# Methodology

- 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
- 150 forms were distributed

The survey form covered:

- participants experience of evening and weekend surgical appointments
- their child's experience of evening and weekend surgical appointments
- comments 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
- a link to an on-line version of the survey was provided

# 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
- 61% had attended a weekend appointment while 39% attended in the evening

## **Their 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

# Families' Experience

Compared to a 9-5, weekday appointment:

**Getting time off work:** 66% easier, 34% no difference

**Fitting this appointment in with other children and family commitments:** 16% easier; 7% harder, 77% no difference

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

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

# Children's Experience

**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 missing)

The same person reported that their child was worried about leaving the hospital late at night, 12 reported no worries and 27 said this was not applicable (2 missing)

**Return to the Ward:** 93% reported that their child was offered suitable food on return from surgery, 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, this question failed to distinguish whether the time of the appointment was a factor.

# Families' Recommendation

Despite some elements of their experience being harder than attending 9-5 during a weekday 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

# 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.**



# Findings

- 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
- Some elements of families' experience was harder but, most 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

# Thank You