

Family Facilities

For children and young people undergoing surgery, investigations or treatment under general anaesthetic

Family and Carer Views

Background

- Outline Business Case – surveys, interviews, focus groups and photography project
- “There was some consideration of the facilities for theatres with families suggesting that theatre recovery areas should be separate from the general ward area. They also asked for a waiting area to be located next to theatre recovery and for a quiet, interview room in the vicinity where any meetings with theatre personnel could be conducted.”

Methodology

- Families and carers were surveyed on their views of a Parent's Lounge. This would be for parents and carers to wait in while their child is having an operation, investigation or treatment under general anaesthetic.
- Survey forms and interviews were conducted over a 1 week period in RHSC
- An on-line survey was distributed via the Family Panel, local and national voluntary organisations
- 200 - 250 forms were distributed

The survey form covered:

- participants experience of surgery at RHSC
- their views on the potential facilities and location of a Parent's Lounge
- their view on whether this would be a useful facility
- their comments on such a development

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

- 59 responses were received
- 34 of these were interviewed
- 71% came from Glasgow, 10% from Paisley, 10% from Lanarkshire; 3% from Lothian: 3% from Dundee
- All were family members who reported on their own and their child's experience

They described themselves as follows:-

- 50% had boys and 50% girls
- 22% had a child under 4; 41% were aged between 5 – 12 and 34% had a child aged 12 or over
- 70% had a child with additional needs
- 87% described their ethnic group as White, 11% as Asian and 1 was Black African

Families' Experience

57% had a child who had been an in-patient

44% had experience of day surgery

32% had a pre-assessment visit

48% had received support from a play specialist

37% said their child was anxious before their procedure

70% said they were stressed before the procedure

90% said that waiting while the operation/treatment took place was stressful

45% thought this was the most stressful part of the procedure

Family Facilities

- Comfortable seats ✓
- Tea/coffee making facilities ✓
- Wi-Fi / Internet access
- A member of staff in the lounge
- Vending machines with snacks
- Payphone ✓
- Television
- Toilets ✓
- Shower room
- Quiet room/Prayer room
- Support information
- Breastfeeding Facilities
- Baby Changing Facilities
- A paging system to call you to the lounge when needed ✓

Family Facilities

Respondents were asked where a Parent's Lounge should be located:

Immediately beside theatres 33%

A short walk away (5 minutes) 52%

A 10 minute walk away 3%

Doesn't matter where 12%

Managing Surgical Procedures

Do you think a Parent's Lounge would help your child manage this experience better? **42%**

Do you think a Parent's Lounge would help you manage this experience better? **95%**

From your experience would you agree that a parent's lounge would be a useful facility for the families of children undergoing surgery, an investigation or treatment under general anaesthetic?

81% strongly agreed, 17% agreed, 2% don't know

Comments

- Need for supervision to ensure appropriate use
- Need for facilities such as phone/tea & coffee/magazines etc
- Need to balance company with the need for privacy
- Aesthetically pleasing with pleasant views

Findings

- Respondents had considerable experience of using the RHSC for a child's operation, investigation or treatment under general anaesthetic
- 98% agreed that a parent's lounge would be a useful facility for the families of children undergoing surgery, an investigation or treatment under general anaesthetic
- 95% thought it would help them manage the experience better - 42% thought it would help their child
- The most important facilities were – comfortable seats, tea & coffee making facilities, a payphone, toilets and a paging system
- There were mixed views of the location of a Parent's Lounge but a short walk away (5 minutes) was a popular option

Thank You