

It's OK to ask

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The Royal College of Surgeons' Patient Liaison Group (PLG) is a group of volunteer patients, carers and surgeons. We are interested in finding out about your experience of your operation.

We believe that your experiences of your operation are important. Patients and carers know when they have received really good care. However, you can also see where your care could be improved.

You can help by answering the questions below. Your answers will be added to those of others to see if there are areas that most patients tend to find go well, or that most patients find difficult. We can use this information to help inform our work with surgeons.

We can only do this with your help! The more people who complete the questionnaire, the more we can look for shared areas of good practice and areas of shared concern. If you have friends or relatives who are going to have an operation and you think they might like to take part, please encourage them to fill in this questionnaire too.

Your responses will be treated anonymously. Thank you for your help.

Please **DO NOT** include your name, your surgeon's name or the hospital name in your answers. Any identifiable information will be deleted and will not be used.

1. About you

(a) Are you answering this questionnaire for:

Yourself

Your child

A relative or friend

If you are filling this questionnaire in for someone else, please answer the following questions from the patient's point of view.

(b) What is your age group?

- | | | | |
|----------|--------------------------|------------|--------------------------|
| Under 18 | <input type="checkbox"/> | 55–64 | <input type="checkbox"/> |
| 19–24 | <input type="checkbox"/> | 65–74 | <input type="checkbox"/> |
| 25–34 | <input type="checkbox"/> | Over 75 | <input type="checkbox"/> |
| 35–44 | <input type="checkbox"/> | Prefer not | <input type="checkbox"/> |
| 45–54 | <input type="checkbox"/> | to say | |

(c) Are you:

- Male Female Prefer not to say

(d) What operation did you have?

2. The first time you met your surgeon or members of the surgical team and giving consent:

Please tick one in each line

	Strongly disagree	Disagree	Neutral	Agree	Strongly Agree	Does not apply
I could ask any questions I liked	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was given all the information I needed to make an informed decision about having the operation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was given a contact number in case I wanted to ask further questions before my operation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I felt hurried into making a decision about whether or not to have surgery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The surgeon told me their name and explained who was in charge of my care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Was there anything else that went particularly well during your first appointment with the surgeon or surgical team and when you gave consent, or anything that you think could be improved on?

3. In hospital

Please tick one in each line

	Strongly disagree	Disagree	Neutral	Agree	Strongly Agree	Does not apply
I felt that I always knew who was in charge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was always kept informed of what was happening	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The different health teams worked well together (eg nurses, doctors, physiotherapists)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I felt safe and secure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I felt as though I was not important to staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Was there anything else that went particularly well during your stay in hospital, or that you feel could be improved?

4. Discharge and recovery

Please tick one in each line

	Strongly disagree	Disagree	Neutral	Agree	Strongly Agree	Does not apply
I was fully involved in all decisions about my recovery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The hospital couldn't have done more to make my recovery in hospital and home better	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I felt that I was not ready to go home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was sent home with all the medicines I needed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was given phone numbers so that I could get in touch with the right people if I felt ill or had concerns at home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I had to return to hospital because of problems at home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The discharge from the hospital was disorganised	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Was there anything else that went particularly well during discharge from hospital and recovery at home, or anything that could be improved?

5. Follow-up

Please tick one in each line

	Strongly disagree	Disagree	Neutral	Agree	Strongly Agree	Does not apply
The surgeon seemed really interested to see how I was progressing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I felt able to raise any concerns	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
All my questions were answered fully	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I felt unsure of who would follow-up my progress	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am satisfied that my GP will look after me from now on	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, I am really pleased with my care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Was there anything else that went particularly well during follow-up appointments, or anything that could be improved?

If you have filled in the 'Your Operation' Diary please answer the next question.

6. Overall, how useful was the 'Your Operation' diary?

Very useful

Quite useful

Not useful

Don't know

Was there anything about the diary that you found particularly useful, or anything that could be improved?

We are sorry that we are unable to respond individual concerns or complaints. If you are unhappy with the care or treatment you have received, the NHS Choices provides information about the complaints process. Visit www.nhs.co.uk.

If you have any questions about this questionnaire please contact:

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