Cataract One Stop Service
Patient Questionnaire

AUDIT NO: 40012

Audit Lead:-

Sue Peacock – *Sister (Allies Ophthalmology Unit – Cromer Hospital)*

Report date: May 2012

Background information

Objectives:
To ensure that:

- This is a service that patients require & think is appropriate to their needs.
- Patients received sufficient information regarding the service.
- The information they received was relevant
- They were given sufficient information by the Consultant during the consultation & also by the Nurse during the pre op assessment
- They had sufficient time to make an informed decision to go ahead with surgery on the same day
- They did not feel pressured into having the surgery on the same day
- The patients can give feedback on how the service could be improved

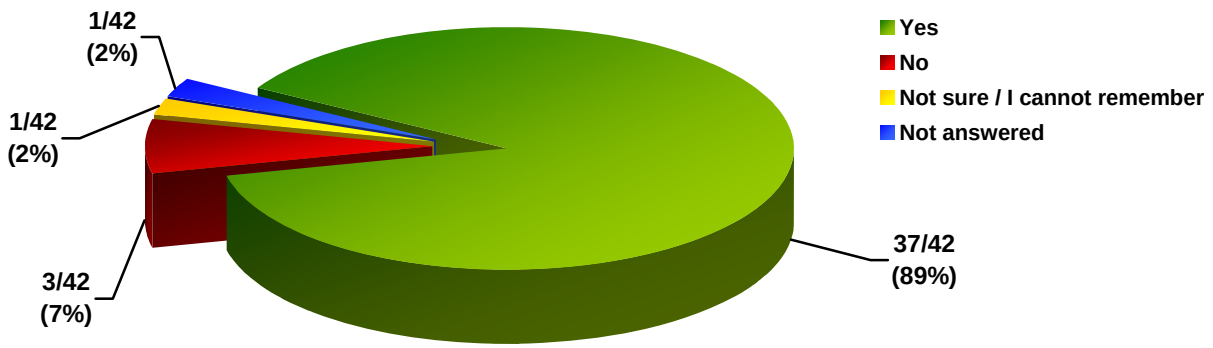
Rationale:
To evaluate & obtain feedback on a new service in this Trust

Sample:
All New Cataract patients on Mr Jones' clinic (CCDJ) on a Tuesday morning – In total, 42 patients completed and returned the questionnaire.

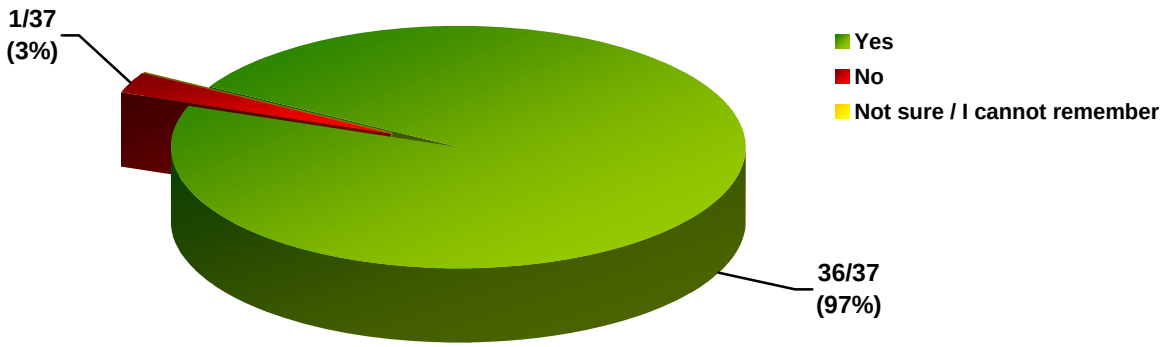
Method:
Information will be collected directly from patients during their one month post operative check up at Cromer Hospital.

Results

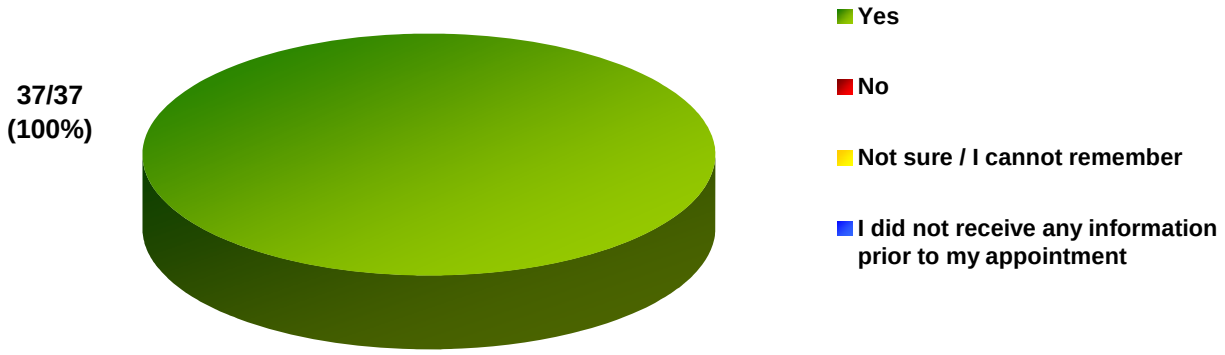
1. Before you attended your appointment at the Cataract One Stop Service, did you receive an information leaflet about what to expect during your appointment? (n=42)	Yes	37
	No	3 (1pt added that information was received by letter)
	Not sure / I cannot remember	1
	Not answered	1



If yes,		
a) Do you feel the information leaflet provided you with sufficient information prior to your appointment? (n=37)	Yes	36
	No	1
	Not sure / I cannot remember	0



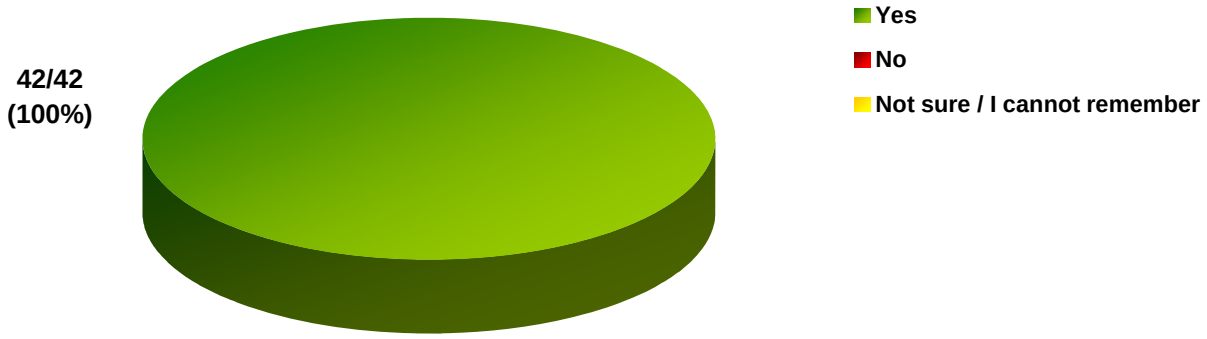
b) Do you feel that the information which you received was relevant to your needs? (n=37)	Yes	37
	No	0
	Not sure / I cannot remember	0
	I did not receive any information prior to my appointment	0



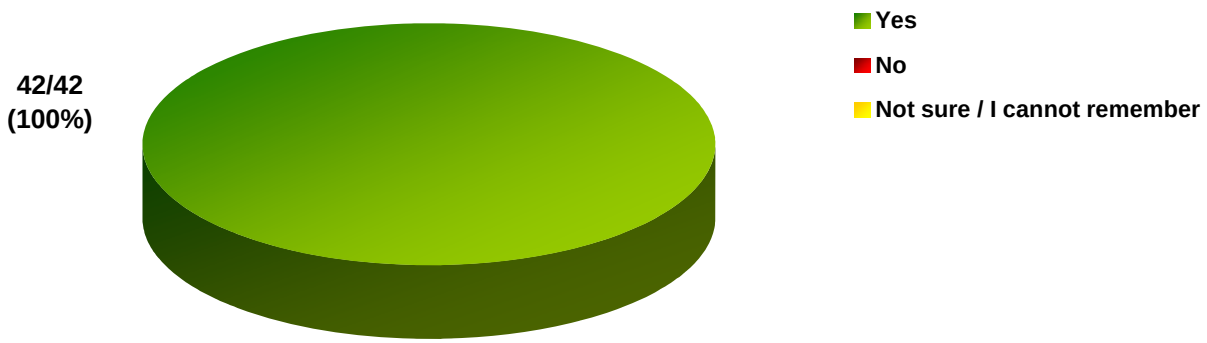
If No, please give details

Study no.	Comment
6	On arrival at clinic was asked if I had received the information leaflet - and was then given one
24	No one ever told me about one stop service - nor did my letter

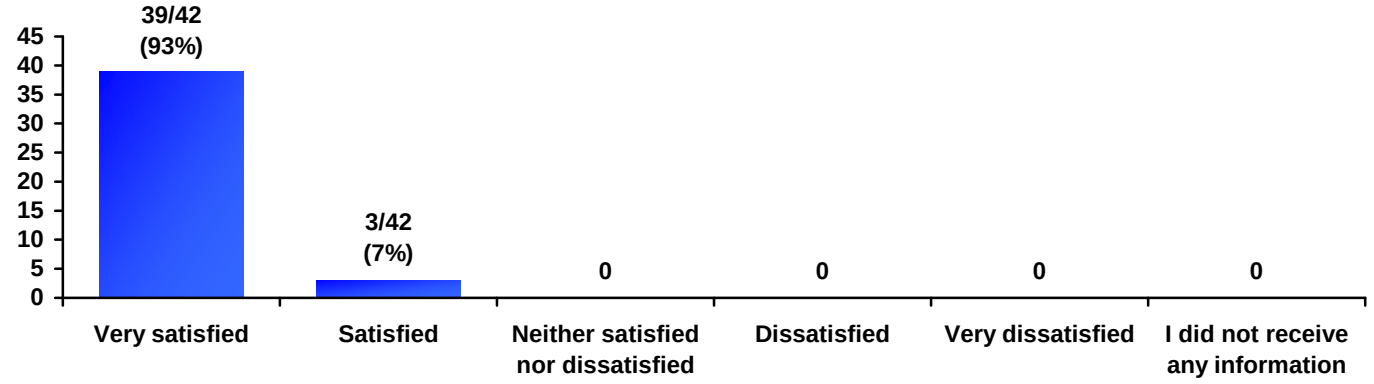
2. During your consultation did the Consultant provide you with sufficient information to help you make a decision with regards to your treatment? (n=42)	Yes	42
	No	0
	Not sure / I cannot remember	0



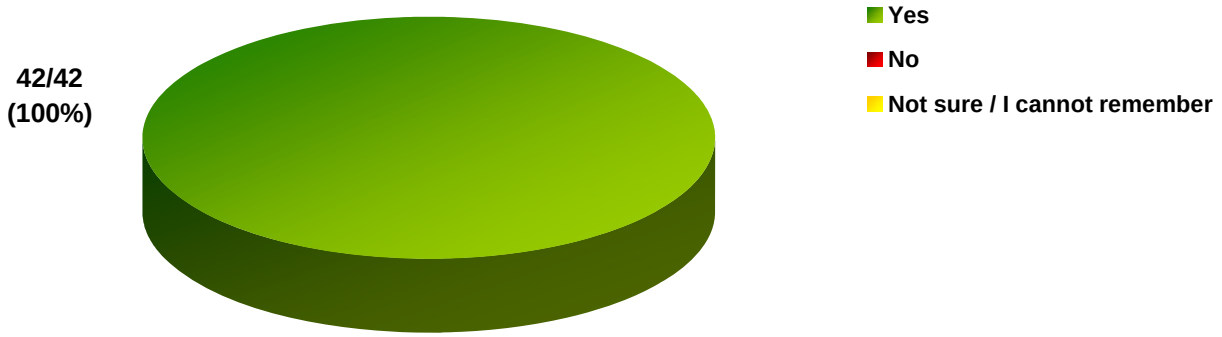
3. During your pre-op assessment did the nurse provide you with sufficient information relating to your planned operation? (n=42)	Yes	42
	No	0
	Not sure / I cannot remember	0



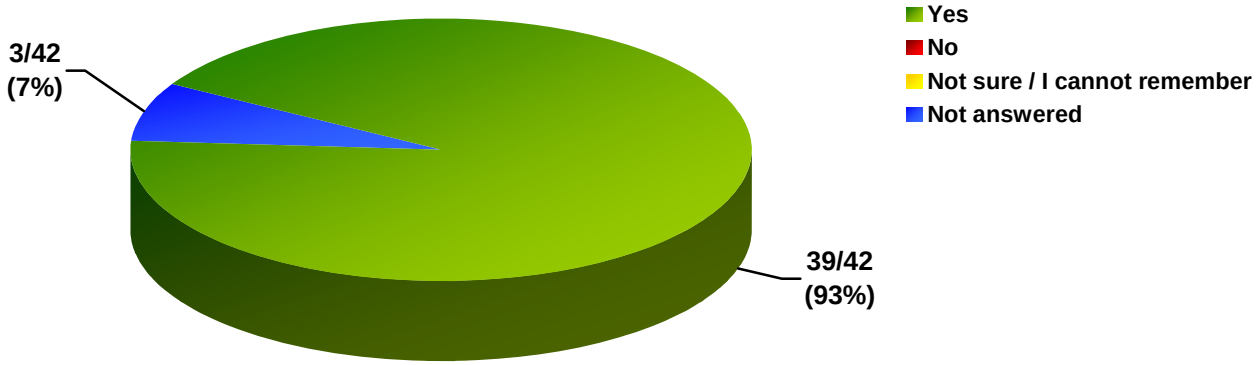
4. Overall how satisfied were you with the information you received prior to your operation? (n=42)		
	Very satisfied	39
	Satisfied	3
	Neither satisfied nor dissatisfied	0
	Dissatisfied	0
	Very dissatisfied	0
	I did not receive any information	0



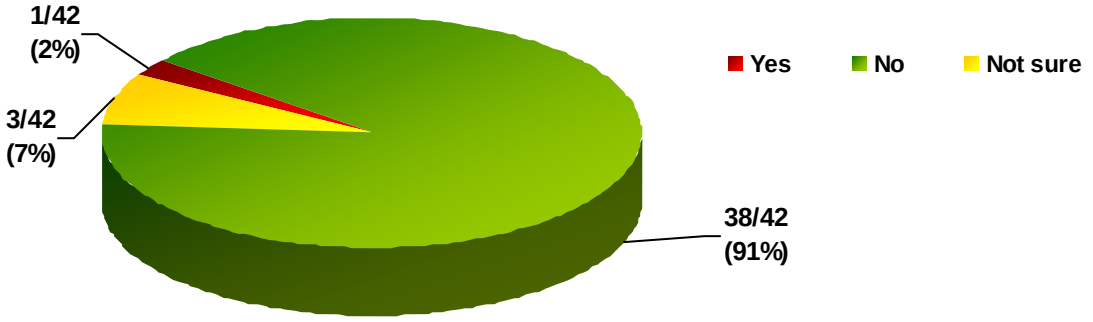
5. Prior to your surgery were you		
a) given the option to choose whether to have surgery on the same day as your consultation or at a later date? (n=42)	Yes	42
	No	0
	Not sure / I cannot remember	0



b) Given enough time to make an informed decision about when to have your surgery? (n=42)		
	Yes	39
	No	0
	Not sure	0
	Not answered	3

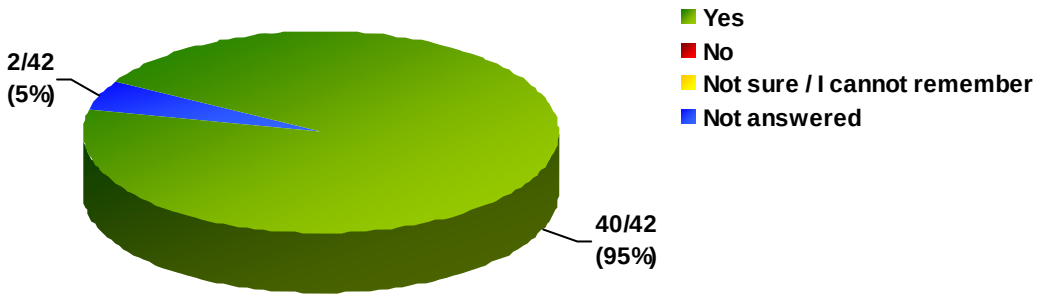


c) In any way pressurised into making your decision about when to have your surgery? (n=42)	Yes	1
	No	38
	Not sure	3

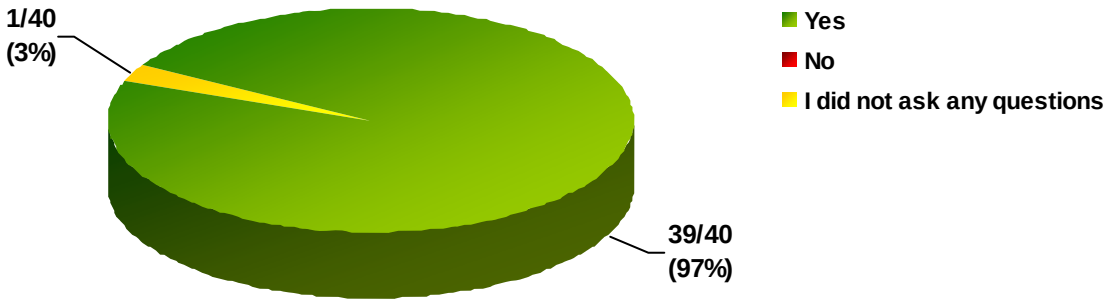


Comments	
1	All staff efficient, kind, caring and very helpful, making my second visit just as pleasant as my first last year
4	Very satisfied & very grateful, thank you. Nurses all very efficient & helpful
6	It was excellent to have surgery on same day as assessment. All staff were so kind & reassuring
7	Everyone was extremely kind & reassuring the whole time - I was feeling quite stressed but was calmed
8	I was treated very well. Thank you
9	All staff were very polite & helpful. I was made to feel at ease
13	I chose this clinic because they offered a one stop service if I was a suitable patient
19	As the necessity for the operation was uncertain there was no time to organise after care for an elderly patient before hand with limited ability
20	No Problems
24	A really wonderful service - worked better for me not to know about one stop service as I did not worry!! P.s Lovely staff, Lovely Doctor
25	Nurses were great
26	All the staff were very obliging and made the operation very easy to understand & accept
32	Excellent care & treatment, Thank You
35	Everything done or said was very professional and a very relaxing way
39	I didn't need surgery at this time - cataract was not so bad

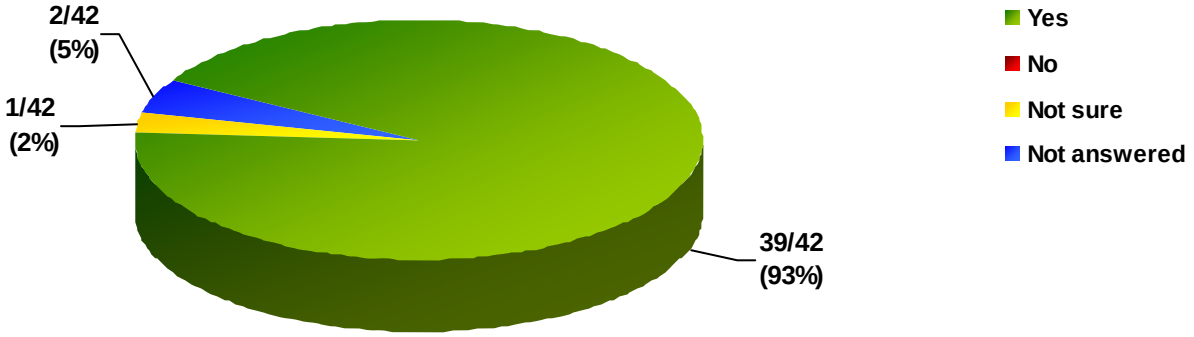
6. Were you given the opportunity to ask questions during your appointment? (n=42)	Yes	40
	No	0
	Not sure / I cannot remember	0
	Not answered	2



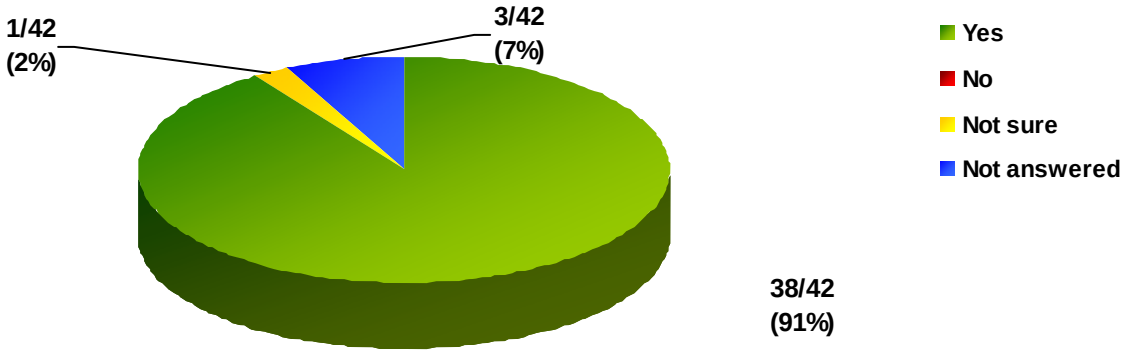
If yes, were your questions addressed clearly in a way which you understood? (n=40)	Yes	39
	No	0
	I did not ask any questions	1



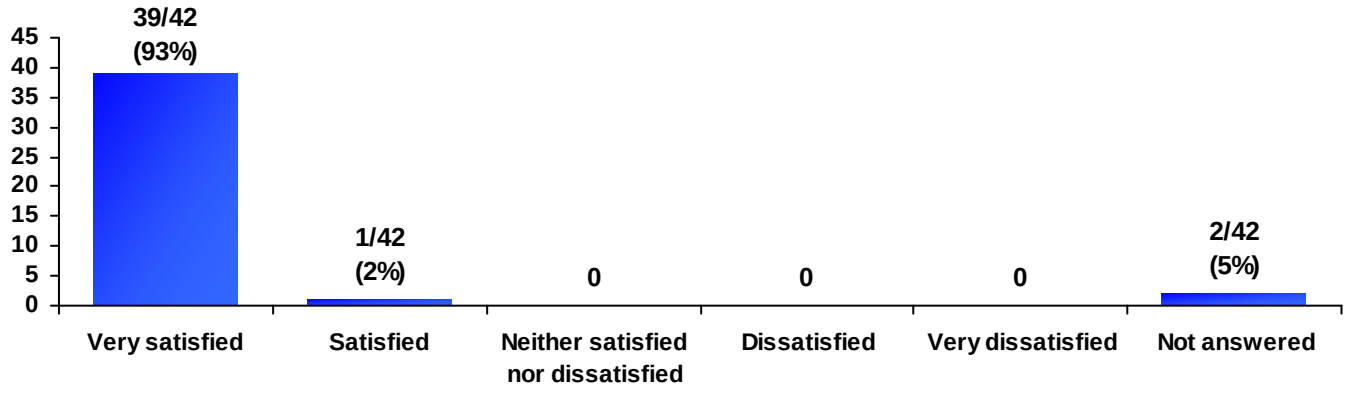
7. In your opinion, do you feel that the cataract one stop service, was beneficial to you? (n=42)	Yes	39
	No	0
	Not sure	1
	Not answered	2



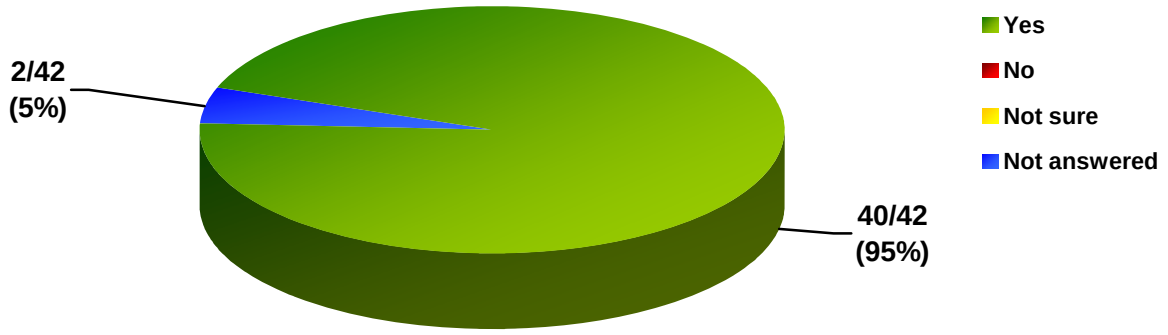
8. Do you feel that the Cataract One Stop Service was appropriate to your needs? (n=42)	Yes	38
	No	0
	Not sure	1
	Not answered	3



9. Overall, how satisfied were you with the cataract one stop service? (n=42)	Very satisfied	39
	Satisfied	1
	Neither satisfied nor dissatisfied	0
	Dissatisfied	0
	Very dissatisfied	0
	Not answered	2



10. Would you recommend the Cataract One Stop Service? (n=42)	Yes	40
	No	0
	Not sure	0
	Not answered	2



Please give details of anyway in which you feel we could improve this service:
Comments are displayed exactly how they were written on the questionnaire by the patient

Study no.	Comments
3	First class service thanks to all
8	I cannot see from the treatment I received how your service can be improved
10	Not possible, everything was A1
11	An excellent service by professional and caring people. I thank you all.
13	No improvements needed for me. An exceptional Kind, caring, proficient service First class, a credit to our NHS
16	Found receptionist & nurses very efficient & professional. Mr Jones exsplained situation very well! See you in 4 months!
18	Service was excellent and my eyesight much improved. I did feel I had come away with a lot of sheets of paper which duplicates some of the information. This could be streamlined. All told a good experience - Many thanks to all involved at Cromer hospital.
19	Excellent service in every way with very good attention by the staff
20	I was very grateful for everything. Everyone was very kind & cheery. Im actually looking forward to my next eye being done thankyou
22	Excellent service and all the staff very kind & helpful
24	Just wanted to add how supportive all staff were. Many many thanks
25	Nice to be able to see you to be able to see you nice
28	As a sufferer of glaucoma and pressure I had my cataract removed on 22nd feb. I was asked to return the following day at 11am for a pressure check and eye test. Feb 23rd at 11:15. I had my eyes tested with the nurse and at 12:15 saw the Dr for the pressure test. I am aware that the appointment was only made the previous day but in future i wondered if such tests could follow each other but at shorter time periods. This is not a complaint, just a statement. From a satisfied patient
29	As you will see from the answers I have given, I can think of nothing to improve the excellent service I received.
31	Thank you
35	Sorry the whole procedure was done in very calming and dedicated manner no room for improvement, thanks to all
36	I attended my appointment and gratefully came home with the operation completed perfectly. I sincerely thank all at Allie Eye Unit for their kindness and assistance
38	Completely satisfied with the service as offered. Personal contact with all the staff was kind and considerate
39	Think you have got it right, staff were efficient and friendly and very professional. Feel very confident that on the day I do have surgery I will be in good hands. Feel we are so lucky to have our local hospital. Well done
40	Care was excellent. It was a surprise to be offered surgery on the same day - but good. My only crtitism was that as a blue badge holder it was not apparent in my appt letter that disabled parking was available near by
41	I received excellent information and treatment from everyone. Thank you to everybody. It was like a private clinic