

Complex Mesh Surgical Service (CMSS) Patient Feedback Survey July - Dec 2023

51 people shared their experience of using the CMSS between July and December 2023.

Two people gave detailed feedback on what is working well and what we could improve.

38

people told us about a first, or follow up appointment at Clinic K

People mainly had in-person appointments

7

people had surgery with the CMSS



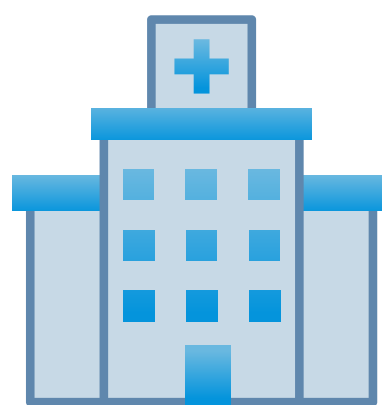
Communication

78%

said pre-appointment communication helped them to prepare better

Input from Psychology was highly valued

9/10 said the telephone call from nursing and physio staff beforehand helped answer any questions



Clinic K

90%

positive rating for staff attitudes, empathy and care

Easy to check-in and short wait times

Being offered the option to have a companion present made a huge difference to some people



Surgery

100%

positive score on pre-surgery communication, treatment and care

Post-surgery treatment and care on Ward 49 was rated very highly

Discharge process was straightforward for most people

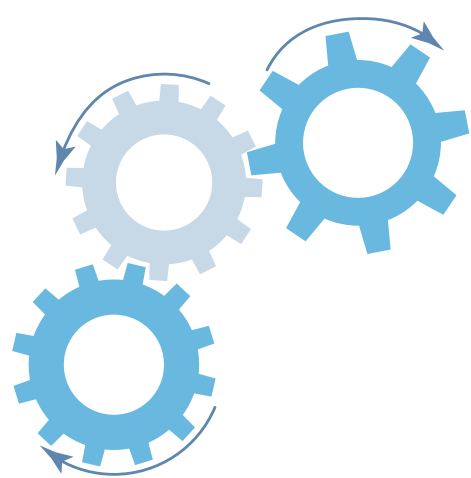
"Received summarised letters of what was discussed during the appointment. This is an excellent form of communication afterwards and helps the individual to remember all of what took place during conversation with the medical staff".

What we are doing well

"Everyone was very supportive, no further unnecessary examinations as I had been previously examined at other clinics, was fully expecting further poking and prodding but they accepted previous findings".

"After I had surgery the staff on the ward I was on were amazing. The staff at the clinic are also great, it just seems to be such a long wait for something that is really making me depressed".

"I initially advised psychologist that I was not going to attend as I felt over the years and many appointments regarding mesh I had had enough. However, I did attend. Glad I did attend. Everyone was so helpful, attentive and from my point of view will attend any further appointments given to me in the future".



What could be improved:

- **Shorter waiting times** for follow up appointments in particular
- **Communication** in advance if a named consultant isn't going to be available for a planned appointment
- **Information** about partial mesh removal to help with informed decision making
- **Local support** for self-management between appointments

Learning from feedback is used to identify changes or improvements, and the impact of these changes is measured against reported patient experience in further cycles of feedback. The next cycle of patient feedback will be gathered in November 2024.

Thank you to everyone who took time to share their recent experience of using the Complex Mesh Surgical Service.

You can also share your feedback via Care Opinion which is an online feedback system:
<https://www.careopinion.org.uk/go/3648/national-complex-mesh-surgical-service/kiosk>
or you can scan the QR code.

