

PATIENT
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Listening to patients' views

Patient Survey Report

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Report for 2010

Sussex NHS Treatment Centre



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MANAGEMENT REPORT: SUSSEX

2010 results show that Sussex scores below the Care UK mean in all areas except for *Pain*, most notably so with respect to *Admission, Leaving Hospital and Operations and Procedures*. There was a mild, two point increase recorded in *Hospital and Ward* score, and a two point decrease in *Treatment and Care* score, but results for the most part are relatively unchanged since 2009.

Looking at the comparison of the Sussex score versus the threshold score to be in the top 20% of NHS trusts, Sussex falls below this score for five measures covered in this report. The areas where you are below or equal to this score are as follows:

	Question	Sussex	Top 20%	Diff
Q3	Overall, from the time you first talked to your GP about being referred to a hospital, how long did you wait to be admitted to hospital for your treatment?	48	67	-19
Q46	Did you receive copies of letters sent between hospital doctors and your family doctor (GP)?	56	69	-13
Q37	After the operation or procedure, did a member of staff explain how the operation or procedure had gone in a way you could understand?	74	80	-6
Q4	How do you feel about the length of time you were on the waiting list before your admission to hospital?	83	87	-4
Q7	Was your admission date changed by the hospital?	91	93	-2
Q5	Was your admission date changed by the hospital?	93	93	0

In terms of *absolute performance*, the following may be worth pursuing:

	Question	Sussex
Q3	Overall, from the time you first talked to your GP about being referred to a hospital, how long did you wait to be admitted to hospital for your treatment?	48**
Q2	Were you given a choice of admission dates?	51**
Q46	Did you receive copies of letters sent between hospital doctors and your family doctor (GP)?	56**
Q1	Were you given a choice about which hospital you went to?	60**
Q42	Did a member of staff tell you about medication side effects to watch for when you went home?	65**

**Each of these has improved during the period 2009-2010.

Introduction and methodology

Background

The Central Contract Management Unit (CCMU) of the Department of Health has implemented a standardised patient experience survey programme in Independent Sector Treatment Centres (ISTCs). The results of the surveys will provide information for making reliable comparisons among ISTCs and with the NHS.

This report contains the results of the survey of 850 patients discharged between March and July of 2010.

This report:

- Summarises the main survey findings.
- Shows you your mean rating scores for each questionnaire section, and compares your treatment centre with other Care UK centres.
- Shows you what your mean rating scores were in the evaluation questions, and compares your scores with others from Care UK, a local NHS trust and NHS trusts nationally.
- Provides frequency tables of responses for every question.
- Includes all free text comments.

Methodology

850 patients were selected from Sussex NHS treatment centre to take part in this survey. The sample comprised of a list of 850 NHS patients consecutively discharged, who were either inpatients or day cases. Samples were taken from the last day in July 2010 backwards.

Certain patients were excluded from this sample, these included:

Those aged under 16
Termination of pregnancy
Diagnostics

This was a postal survey with three mailings:

The questionnaire was sent to participants by post along with a covering letter that provided them with details about the survey. They were told that the survey was voluntary, and a freephone line was provided to answer any queries about the survey and/or questionnaire.

If the participant did not respond within approximately 2 weeks of the questionnaire being sent to them, they were sent a reminder letter. If they had yet to respond after another 2 weeks, they were sent another reminder letter and questionnaire.

Participants could be excluded from the second and third mailings by either (themselves or a relative/friend) calling the freephone helpline to inform the researcher that they did not wish to (or couldn't) take part, by sending back their questionnaire blank, or, by sending back a completed questionnaire.

The Questionnaire:

The Questionnaire in this survey consisted of 54 closed questions where participants were required to tick one or more boxes and 3 open-ended ones, where participants wrote in comments. The questions fell under the sections:

- Admission to Hospital
- The Hospital and Ward
- Doctors
- Nurses
- Your Care and Treatment
- Pain
- Operations and Procedures
- Leaving Hospital
- Overall
- About You
- Other Comments

Some questions did not apply to all participants taking the survey, and the questionnaire was designed to route people past those questions that were irrelevant to their experience.

Mean rating scores - how they are calculated?

Questions asking patients to evaluate the service provided were scored to allow easy comparison year by year, and with other treatment centres. The scoring system is based on that used by the Healthcare Commission. For each question that has been scored, a weighting has been assigned to each answer. The scoring system is that 100 is given to the most satisfactory answer and 0 to the least, with the other answers allocated scores between these, with equal intervals between all of the scores. For example: excellent = 100, very good=75, good=50, fair= 25 and poor=0.

A mean (average) score is calculated based on the responses to each weighted answer.

Response Rate

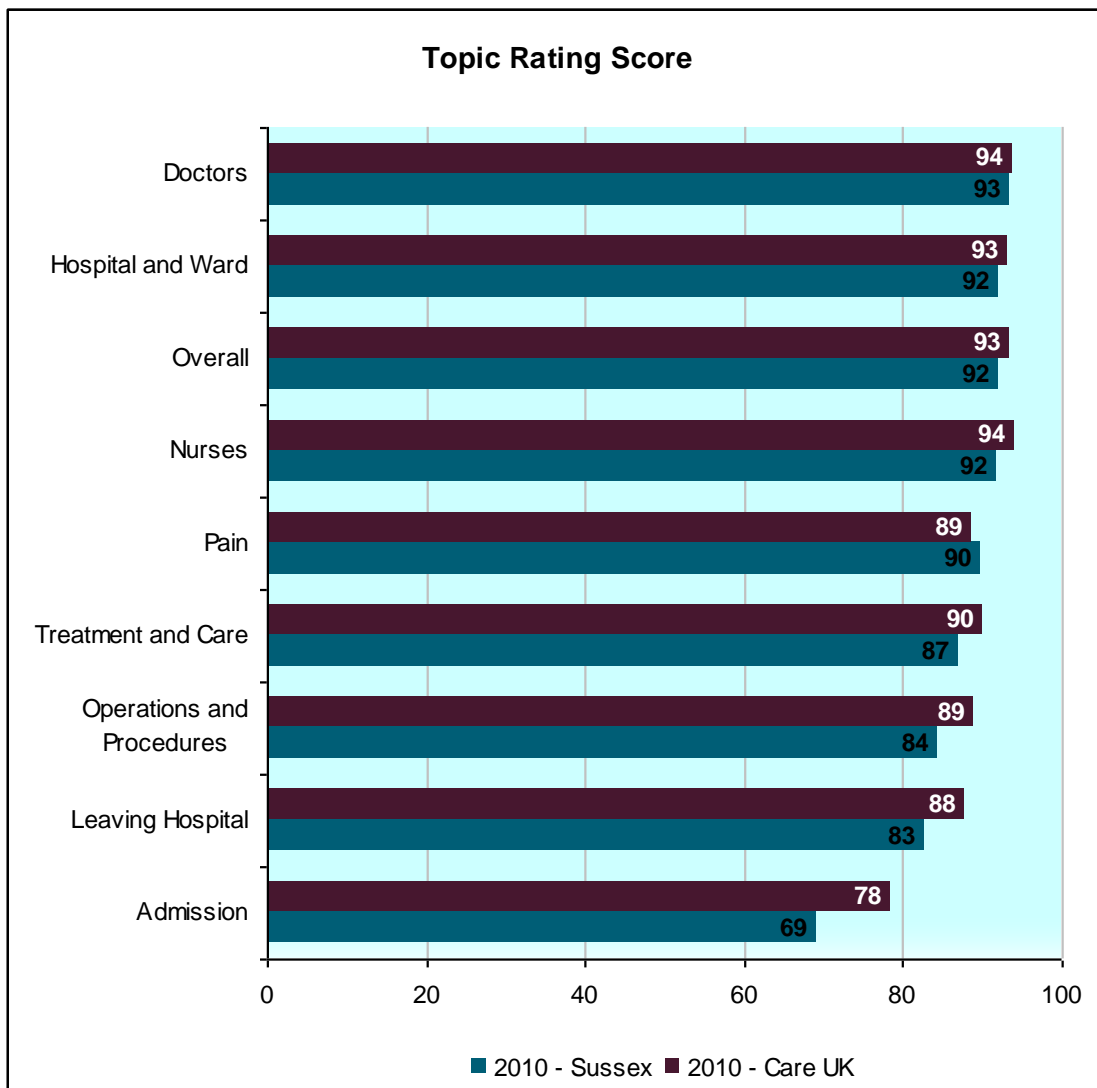
Questionnaires mailed	850
Returned completed	519
Returned undelivered by mail	5
Patient reported deceased by NSTS	0
Patient reported deceased by friends or relatives	0
Patient too ill to take part in survey	0
Opted out for other reason or returned blank	20
Not returned (reason unknown)	306
Response rate	61%

TOPIC RATINGS

The ISTC survey clusters questions into 9 topics. These are:

- Admission (Q1-6)
- Hospital and ward (Q7-15)
- Doctors (Q16-19)
- Nurses (Q20-24)
- Treatment and care (Q25-31)
- Pain (Q32-33)
- Operations and procedures (Q34-37)
- Leaving hospital (Q38-46)
- Overall Experience (Q47-49)

Taking the mean of the question scores in each of these areas, a topic score is generated. The Topic Ratings for SUSSEX and the Care UK benchmark are as follows:



In this survey, Sussex scores below the Care UK mean in all areas except for *Pain*, most notably so with respect to *Admission*, *Leaving Hospital* and *Operations and Procedures*.

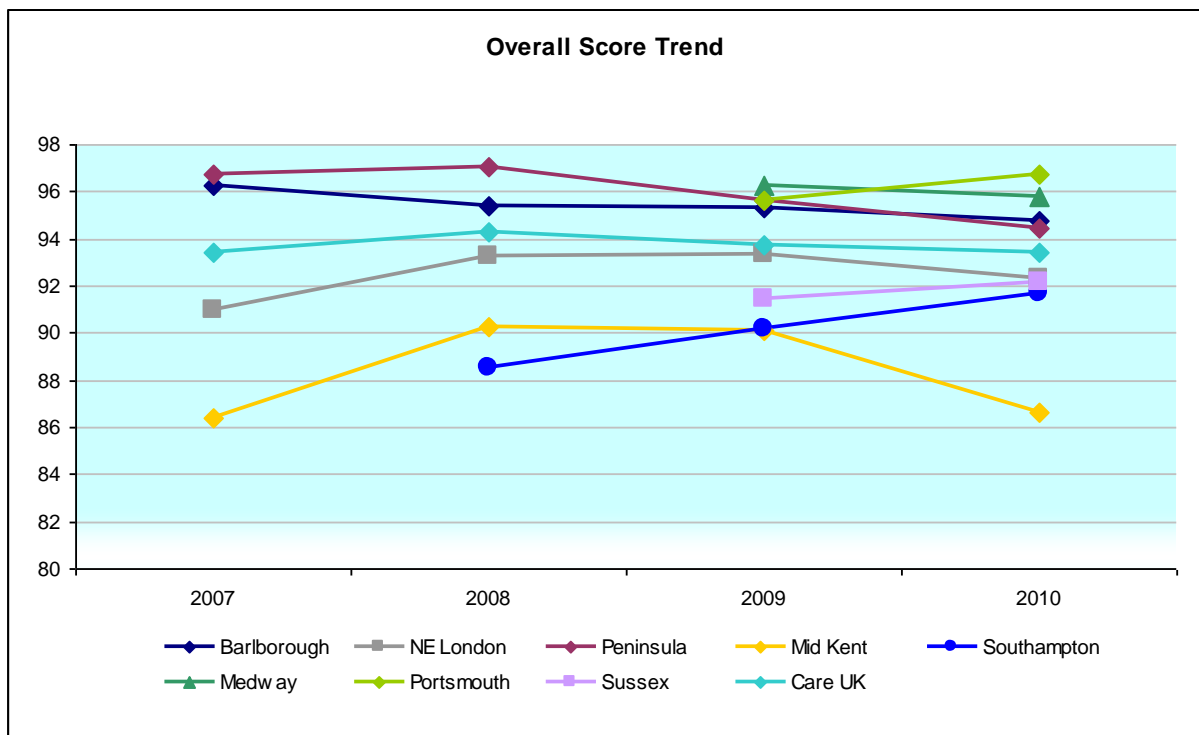
TOPIC TREND

The following graphs show the patient ratings for all Care UK treatment centres and the mean for the group in each of the topic areas for the period 2007 to 2010. There are just two data points for Medway, Portsmouth and Sussex, and three for Southampton.

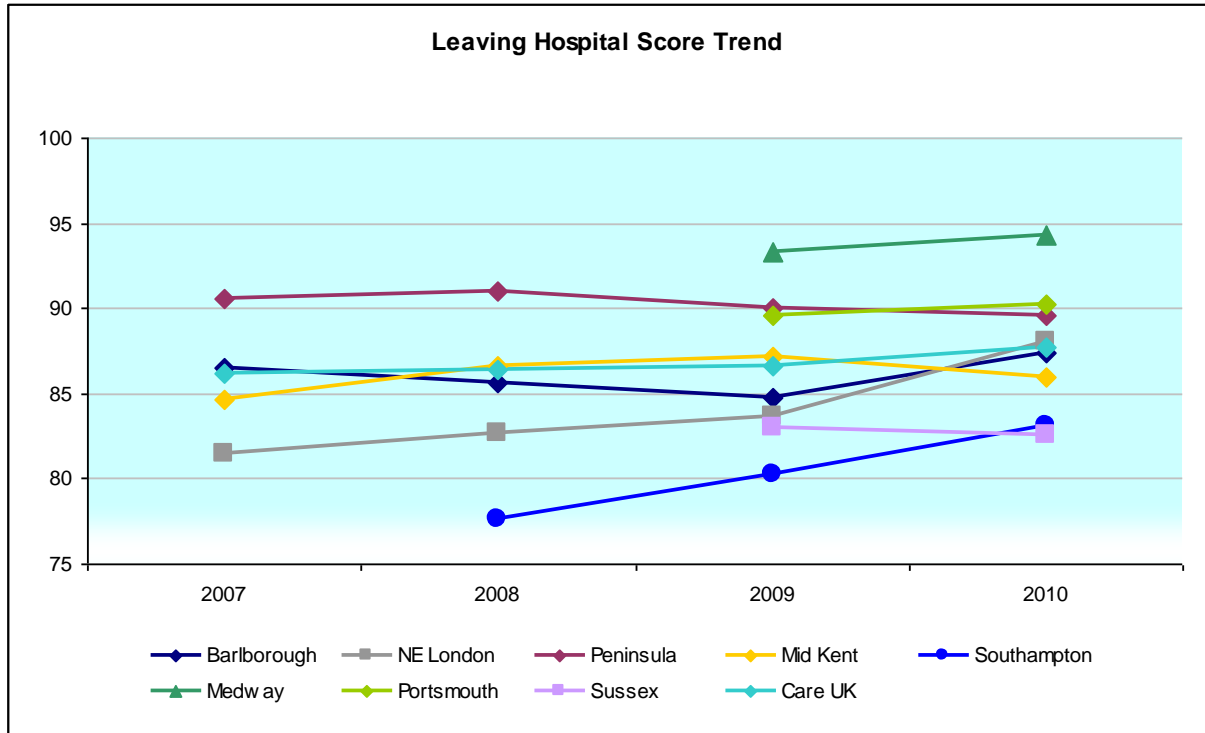
Small changes up or down are perfectly natural in survey work of this type, but major variations or a consistent trend over time may reflect real change in performance.

Note that in all cases, the y-axis scales do not run from zero to 100. Jumps in score may appear exaggerated by the scales used; however, these are the optimum scales for highlighting changes in data.

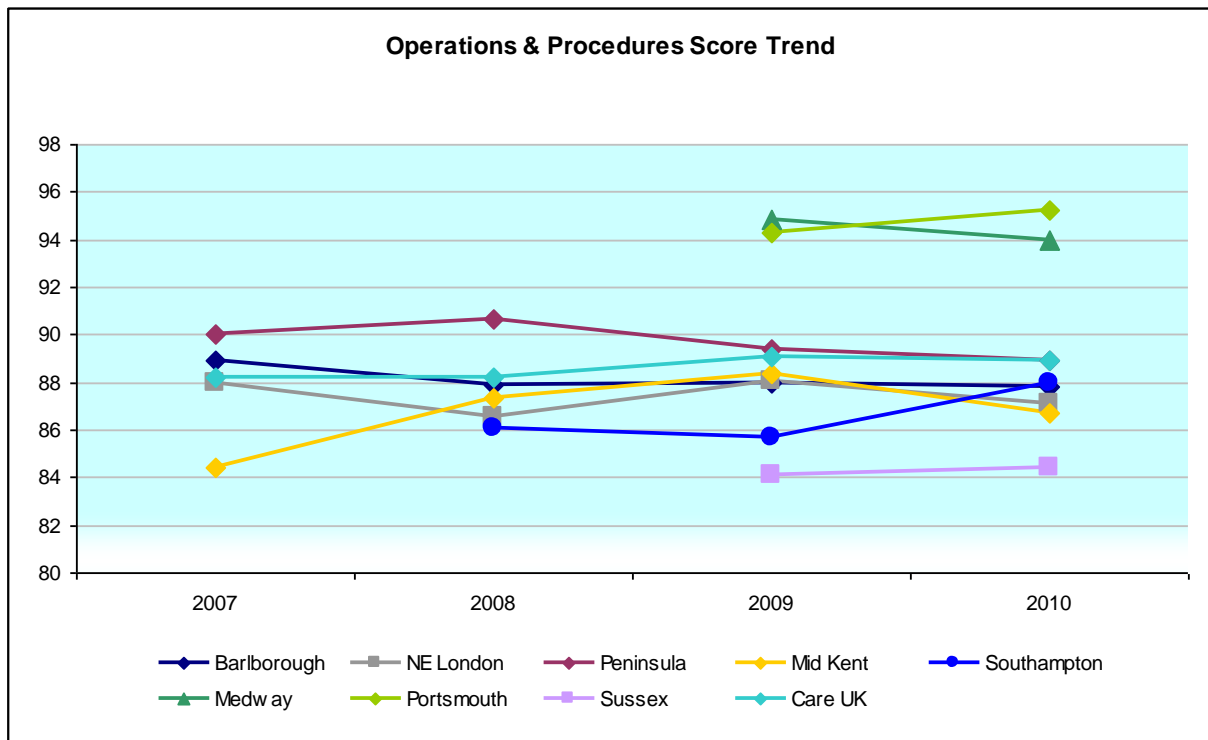
The years shown on the graphs refer to the year in which the patient was seen by the treatment centre.



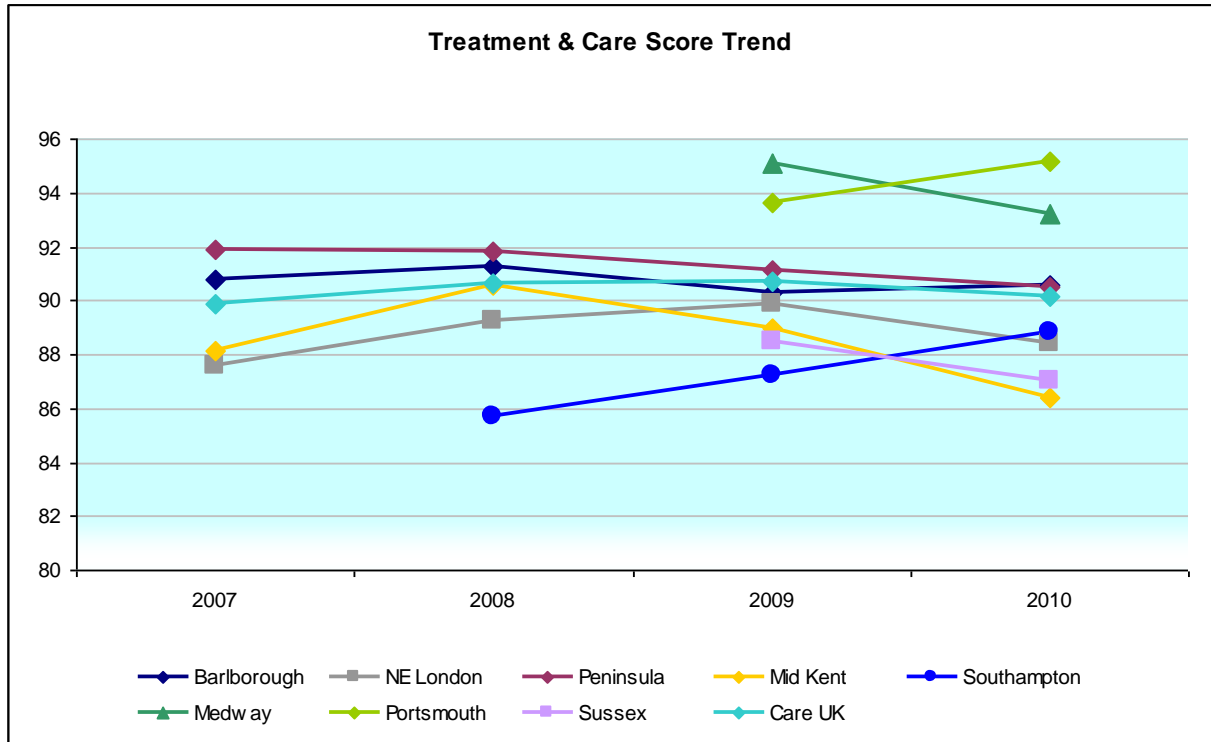
A one point increase to 92 in *Overall* score takes Sussex to within one point of the Care UK mean for this measure in 2010.



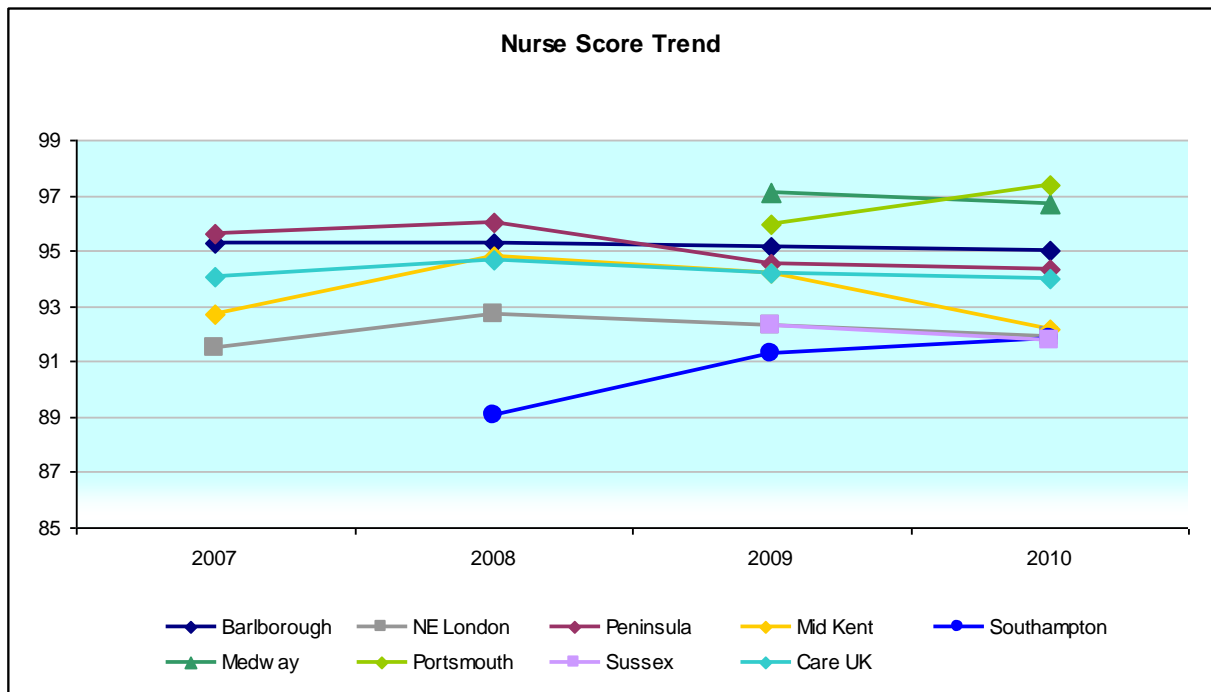
At 83, the 2010 *Leaving Hospital* score for Sussex remains the same as it was in 2009. Sussex is currently five points behind the Care UK mean for this measure.



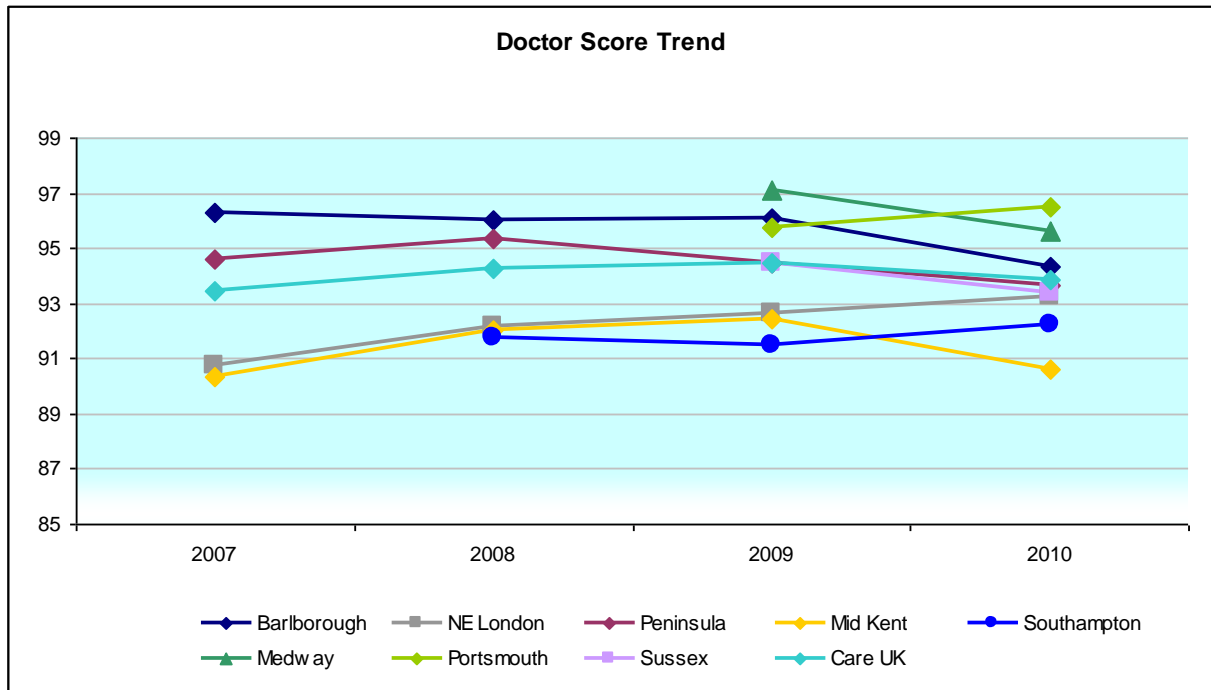
The *Operations and Procedures* score for Sussex is also unchanged at 84. Similarly, this score is five points behind the Care UK mean. It is also the lowest recorded score for all ISTCs on this measure.



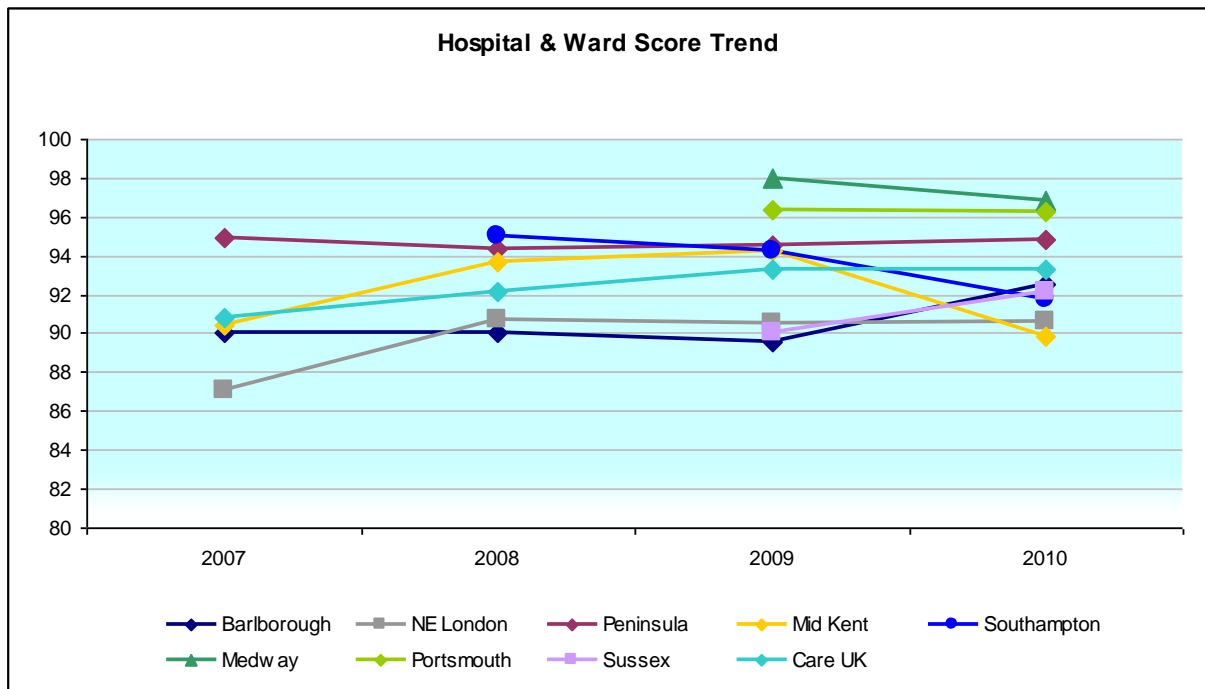
The *Treatment and Care* score for Sussex has decreased by two points to 87 for 2010. This score is now three points below the Care UK mean for this measure.



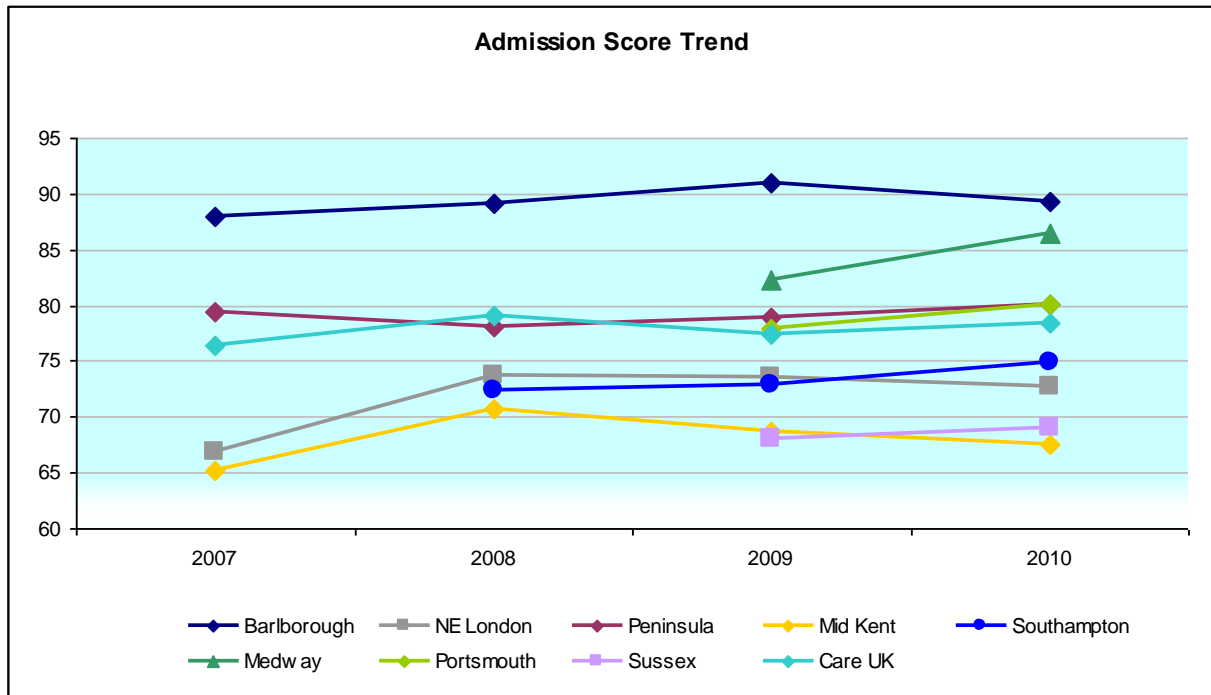
At 92, the 2010 *Nurse* score for Sussex remains the same as it was in 2009. Sussex remains two points behind the Care UK mean for this measure.



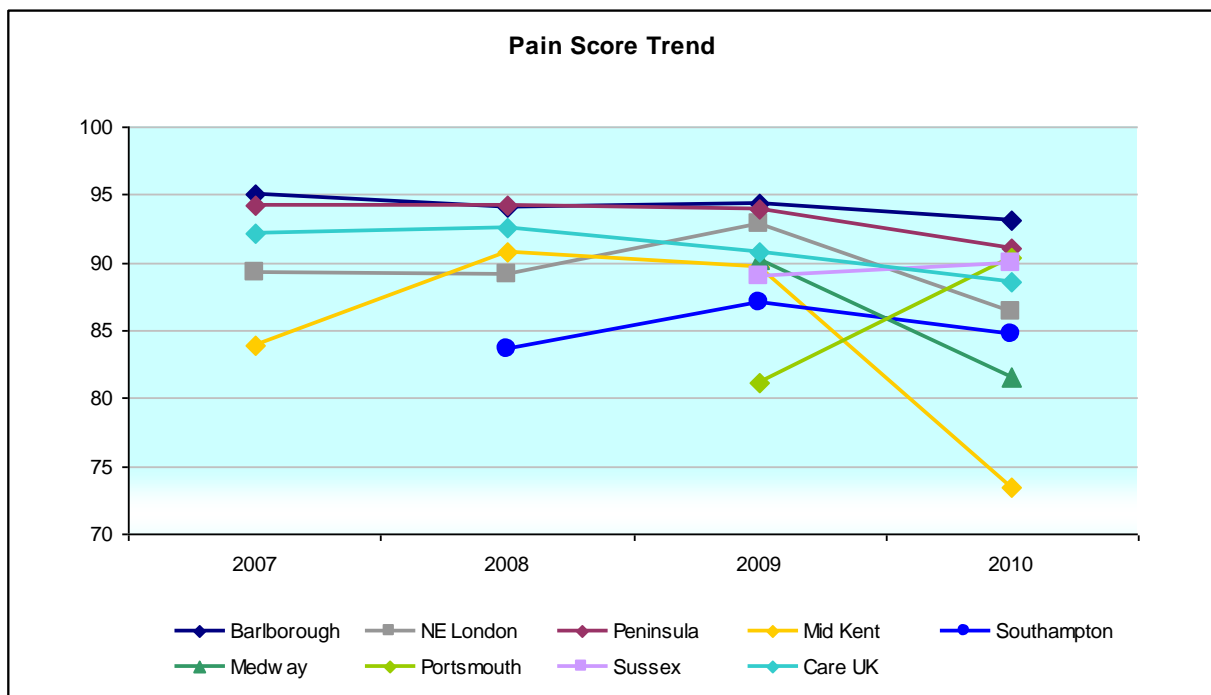
The *Doctor* score for Sussex has fallen by one point to 93 this year, taking it to just one point below the Care UK mean for this measure.



The *Hospital and Ward* score for Sussex has increased by two points, with a score of 92 recorded for 2010. This score is just one point less than the Care UK mean for this measure.



The *Admission* score for Sussex has increased by just one point this year, with a score of 69 recorded for 2010. However, this score is a considerable nine points below the Care UK mean for this measure. Only Mid Kent scored lower, with a score of 67 recorded for 2010.



Sussex is one of only two ISTCs to record an increase in *Pain* score for 2010, the other being Portsmouth. It has increased by just one point, taking it to 90, a score which is one point higher than the Care UK mean for this measure.

Sussex Annual Change in Scores

Question No.	Question	2010	2009	Change
28 (NEW)	Did you find someone on the hospital staff to talk to about your worries and fears?	69	N/A	N/A
29 (NEW)	Were you given enough privacy when discussing your condition or treatment?	94	N/A	N/A
1	Were you given a choice about which hospital you went to?	60	54	6
2	Were you given a choice of admission dates?	51	46	5
11	Were you ever bothered by noise at night from other patients ?	85	80	5
12	Were you ever bothered by noise at night from staff ?	88	84	5
7	While you were in hospital, did you ever share a room or bay with patients of the opposite sex?	91	88	3
13	How would you rate the hospital food?	79	75	3
3	Overall, from the time you first talked to your GP about being referred to a hospital, how long did you wait to be admitted to hospital for your treatment?	48	45	3
37	After the operation or procedure, did a member of staff explain how the operation or procedure had gone in a way you could understand?	74	71	2
49	Would you recommend this hospital to friends and family?	94	92	2
14	In your opinion, how clean was the room or ward that you were in?	97	95	2
10	From the time you arrived at the hospital, did you feel that you had to wait a long time to get to a bed on a ward?	94	92	2
44	Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?	93	91	2
46	Did you receive copies of letters sent between hospital doctors and your family doctor (GP)?	56	55	1
15	How clean were the toilets and bathrooms that you used in hospital?	95	94	1
42	Did a member of staff tell you about medication side effects to watch for when you went home?	65	64	1
4	How do you feel about the length of time you were on the waiting list before your admission to hospital?	83	82	1
33	Do you think the hospital staff did everything they could to help control your pain?	90	89	1
24	As far as you know, did nurses wash or clean their hands between touching patients?	93	92	1
45	Since you had your treatment, have you had to be admitted to any hospital unexpectedly, because of a problem with that treatment?	95	95	0
48	Overall, how would you rate the care you received?	88	88	0
22	Did nurses talk in front of you as if you weren't there?	95	95	0
17	Did you have confidence and trust in the doctors treating you?	95	95	0
30	Were you given enough privacy when being examined or treated?	97	98	0
5	Was your admission date changed by the hospital?	93	93	0

47	Overall, did you feel you were treated with respect and dignity while you were in the hospital?	95	95	0
23	In your opinion, were there enough nurses on duty to care for you in hospital?	91	91	-1
36	Beforehand, did a member of staff explain what would be done during the operation or procedure?	88	89	-1
21	Did you have confidence and trust in the nurses treating you?	92	93	-1
35	Beforehand, did a member of staff explain the risks and benefits of the operation or procedure in a way you could understand?	92	92	-1
18	Did doctors talk in front of you as if you weren't there?	95	96	-1
40	How long was the delay?	92	94	-1
16	When you had important questions to ask a doctor, did you get answers that you could understand?	90	92	-1
26	Were you involved as much as you wanted to be in decisions about your care and treatment?	82	84	-2
25	Sometimes in a hospital, a member of staff will say one thing and another will say something quite different. Did this happen to you?	90	92	-2
39	On the day you left hospital, was your discharge delayed for any reason?	90	92	-2
20	When you had important questions to ask a nurse, did you get answers that you could understand?	88	90	-2
43	Did a member of staff tell you about any danger signals you should watch for after you went home?	71	73	-2
41	Did a member of staff explain the purpose of the medicines you were to take at home in a way you could understand?	91	94	-3
31	How many minutes after you used the call button did it usually take before you got the help you needed?	69	72	-3
19	As far as you know, did doctors wash or clean their hands between touching patients?	92	95	-3
27	If your family or someone else close to you wanted to talk to a doctor, did they have enough opportunity to do so?	76	80	-4
6	If you arrived by car, how easy was it to find a place to park?	78	87	-9

Scores are rounded to the nearest whole number.

ITEM BY ITEM

In this section, we show the mean rating scores of each of the core questions in the survey. The questions are scored according to the survey protocol with positive responses given a high score, down to zero for a poor response. The higher the Mean Rating Score, the better.

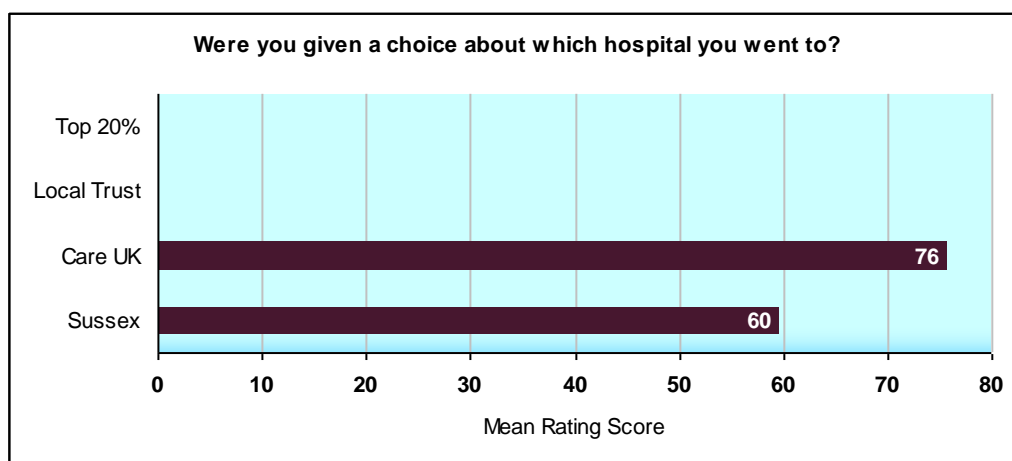
Mean Rating Scores are particularly useful for comparisons. For each item in this section the score for SUSSEX is compared to the average score for all Care UK treatment centres.

Note that in some cases, the x-axis scales do not run from zero to 100. Variations in score may appear exaggerated by these alternative scales; however, where used, they are the optimum scales for highlighting data differences.

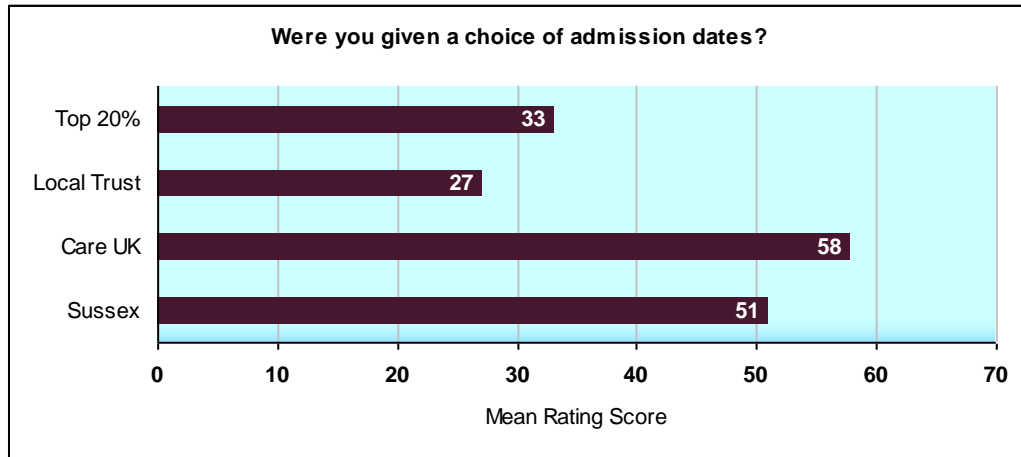
Many (although not all) questions are identical to questions that are asked on the NHS Inpatient Survey. Where this is the case, we also show the mean rating score of your local NHS trust, and for further comparison, the threshold score for the Top 20% of all NHS Trusts on that item. The local comparison is useful as the patient population is likely to be similar to your own and therefore reduces that source of variability; whereas the Top 20% shows how you compare to the best of the NHS. The comparative data are from the 2010 Adult Inpatient survey.

The local comparative trust for SUSSEX is Brighton and Sussex University Hospitals NHS Trust.

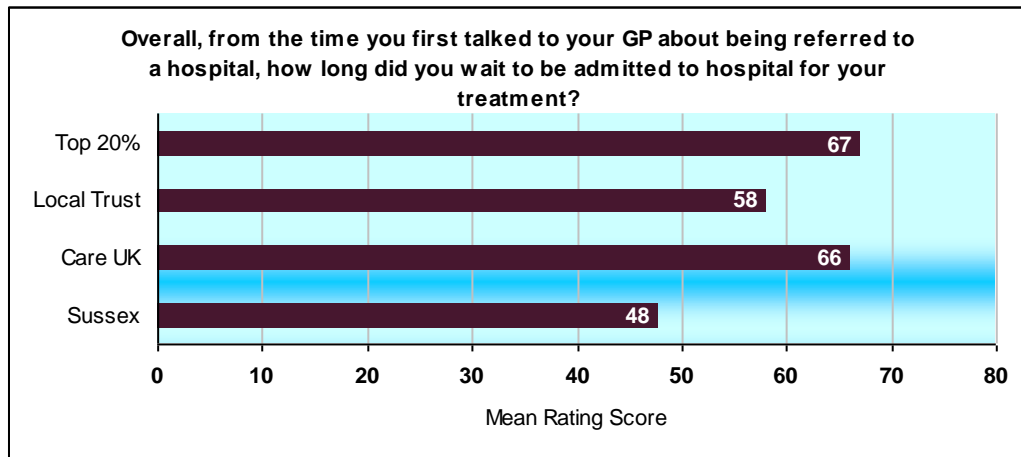
Q1



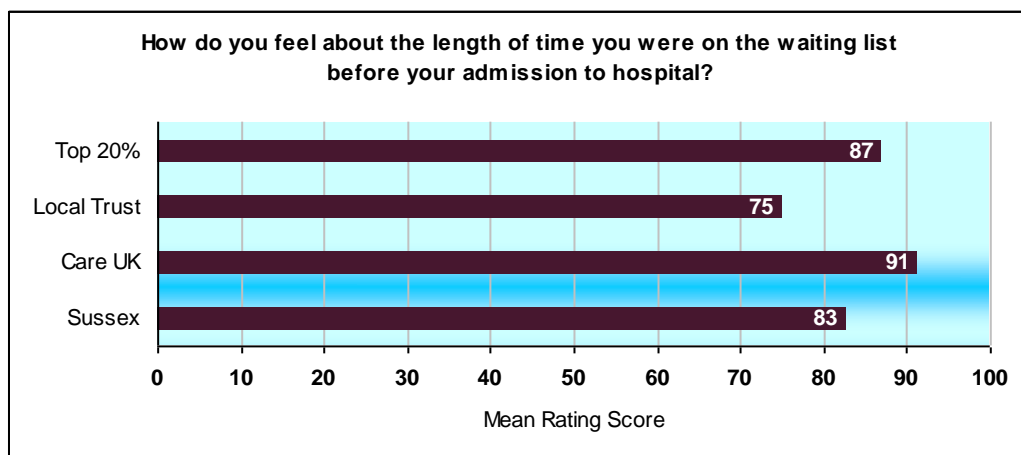
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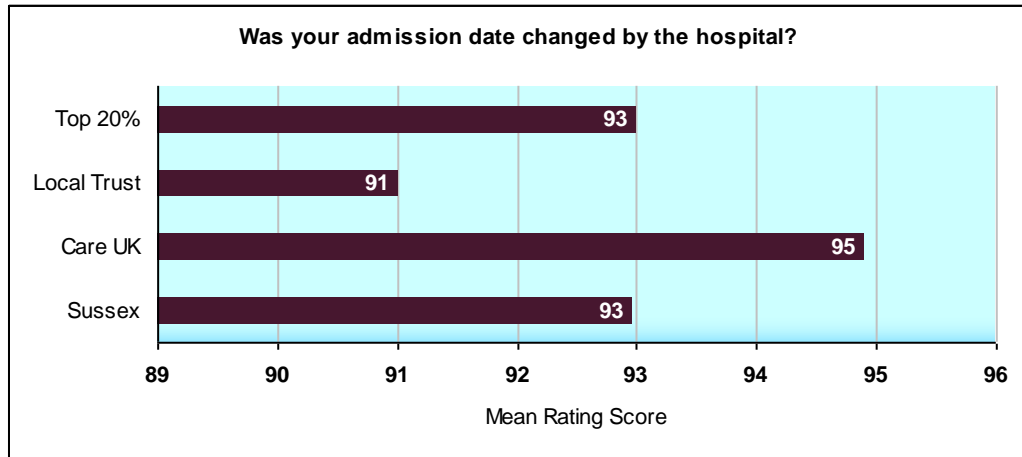
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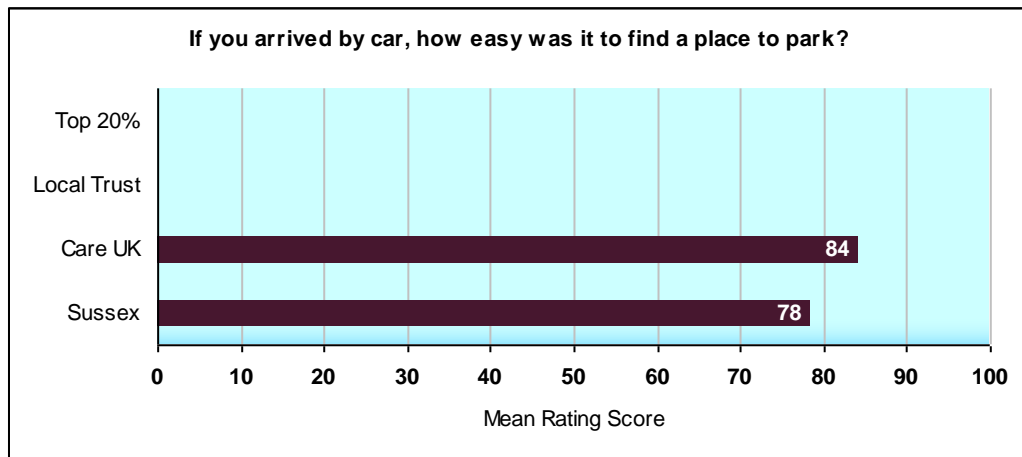
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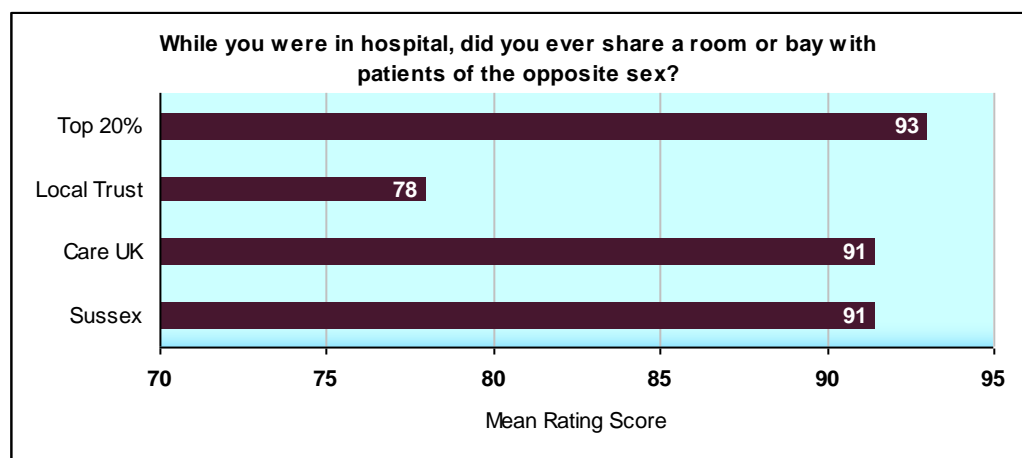
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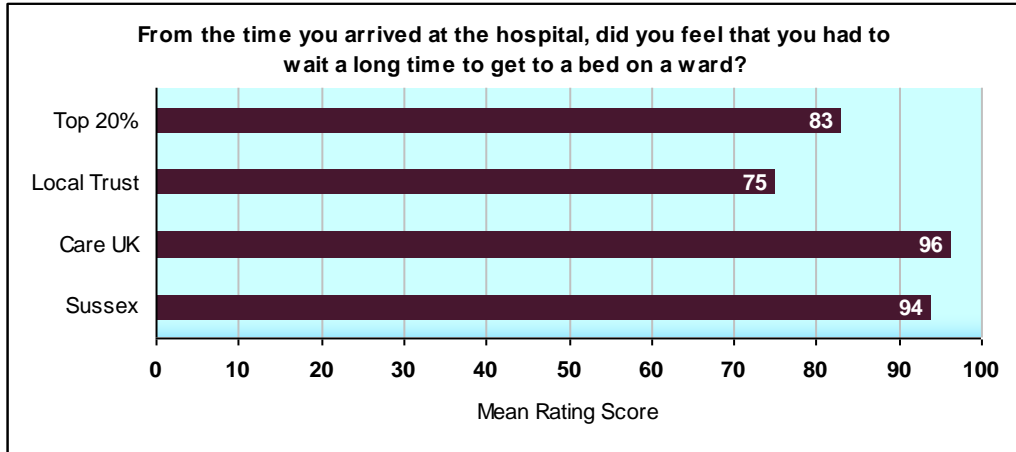
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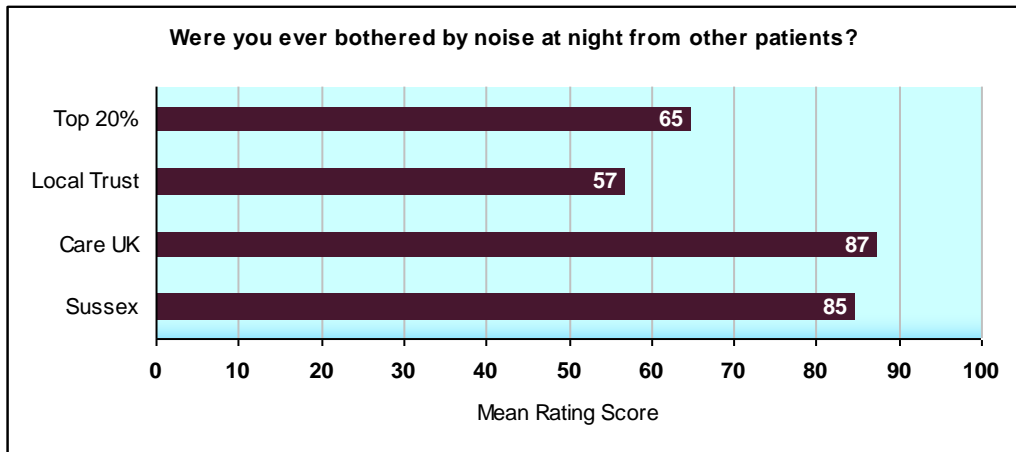
Q7 & Q8



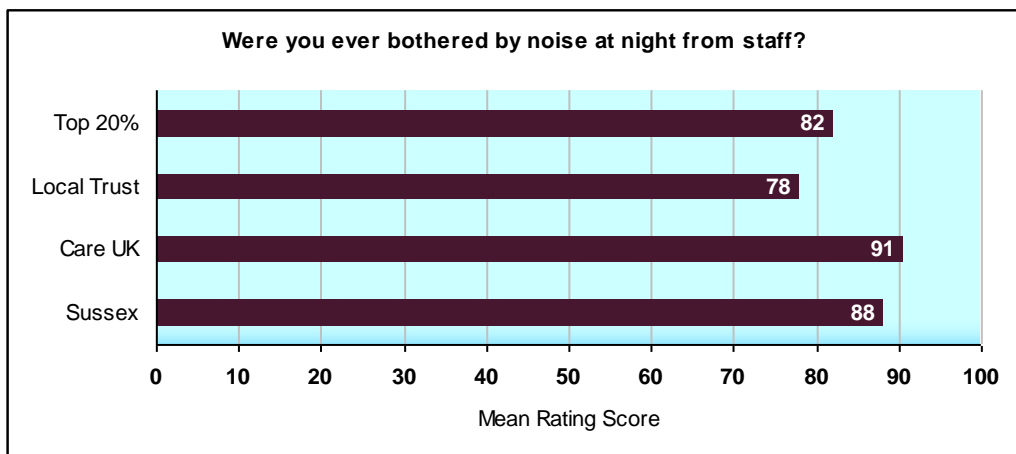
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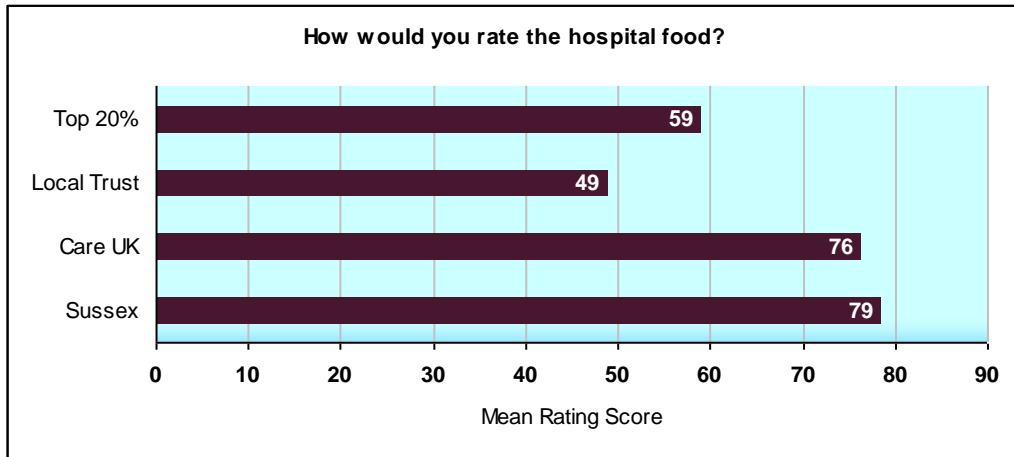
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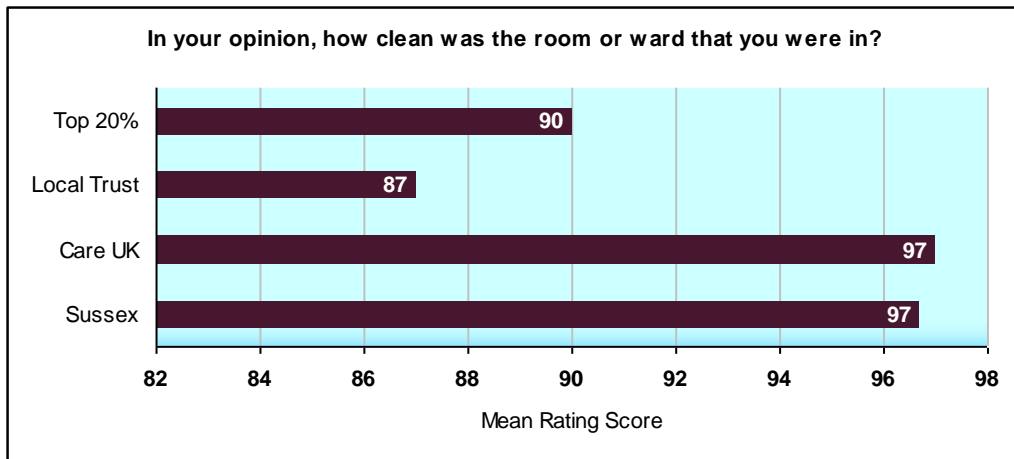
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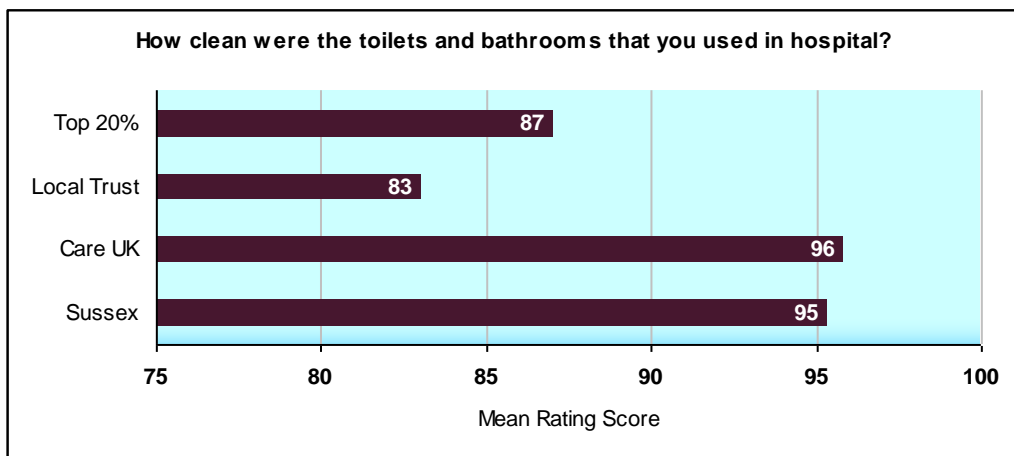
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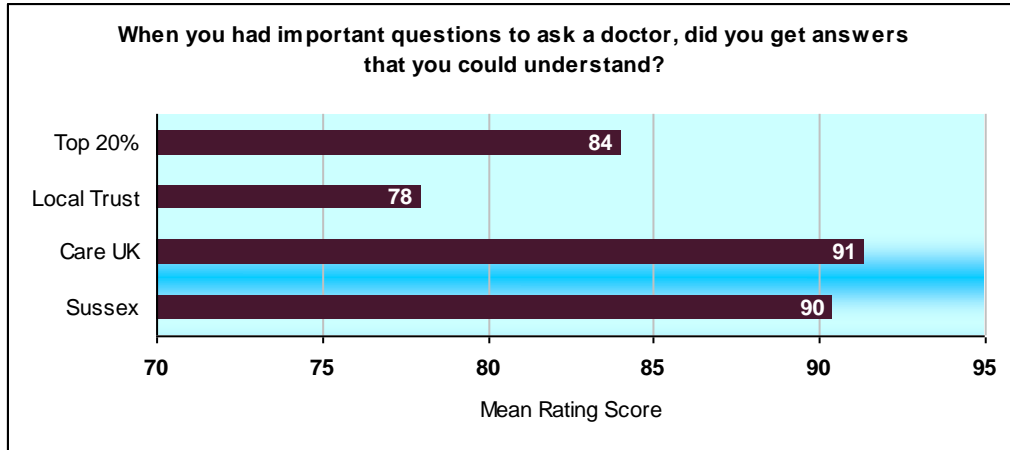
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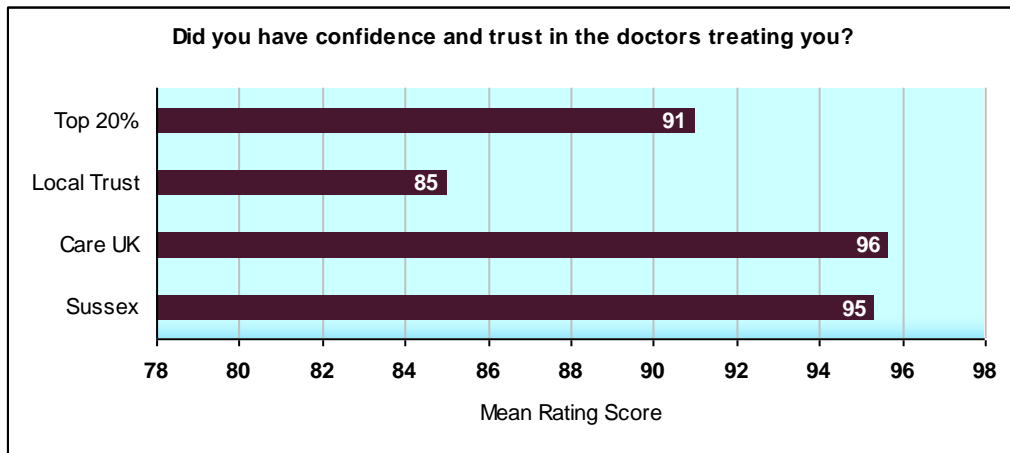
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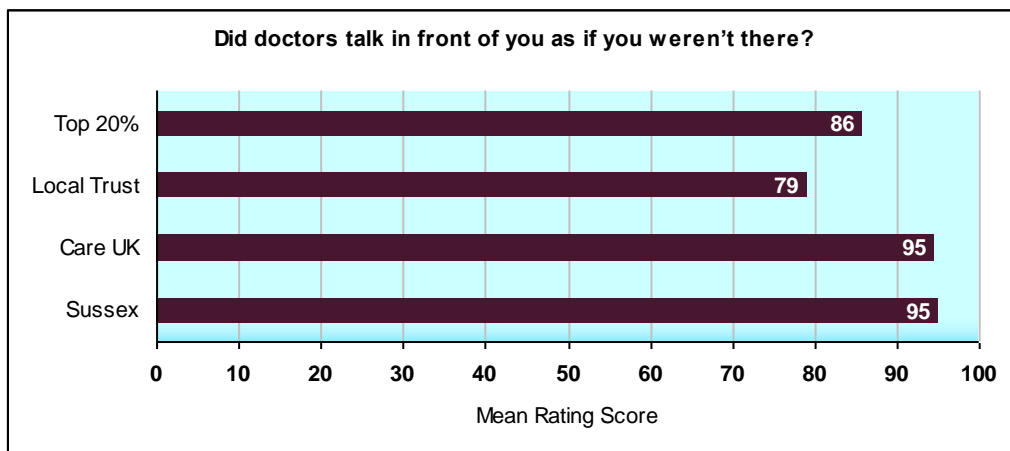
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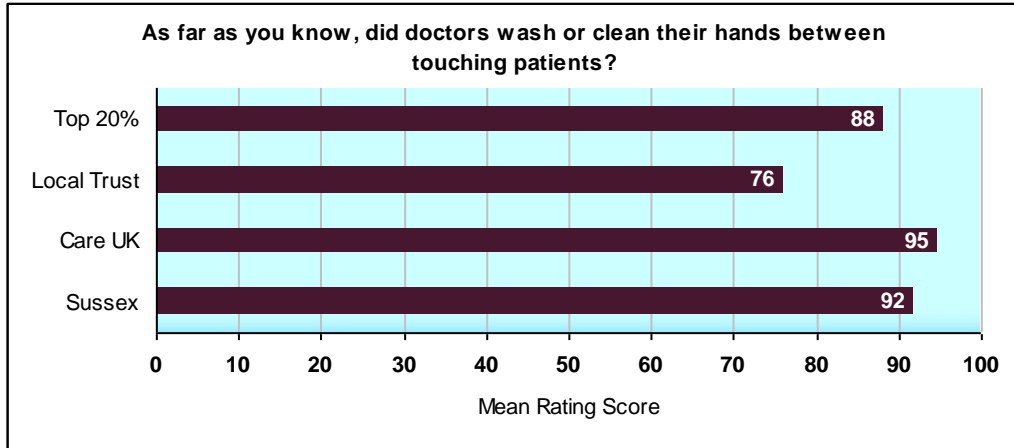
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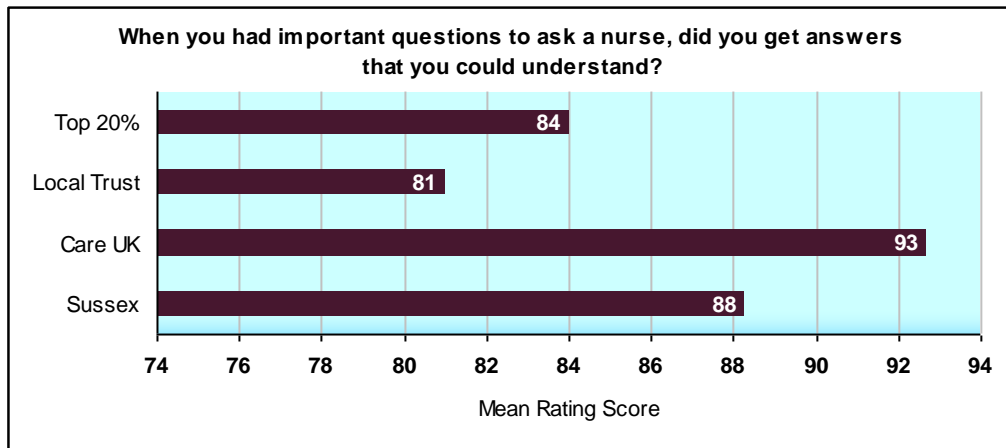
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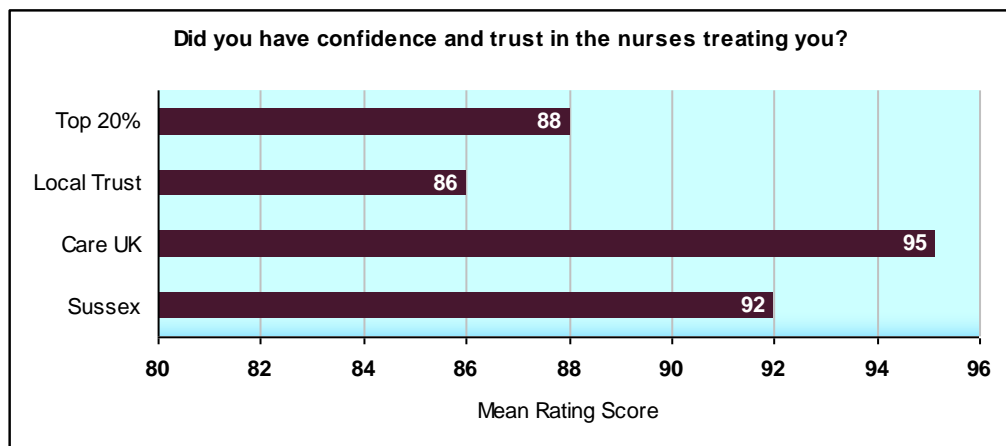
Q19



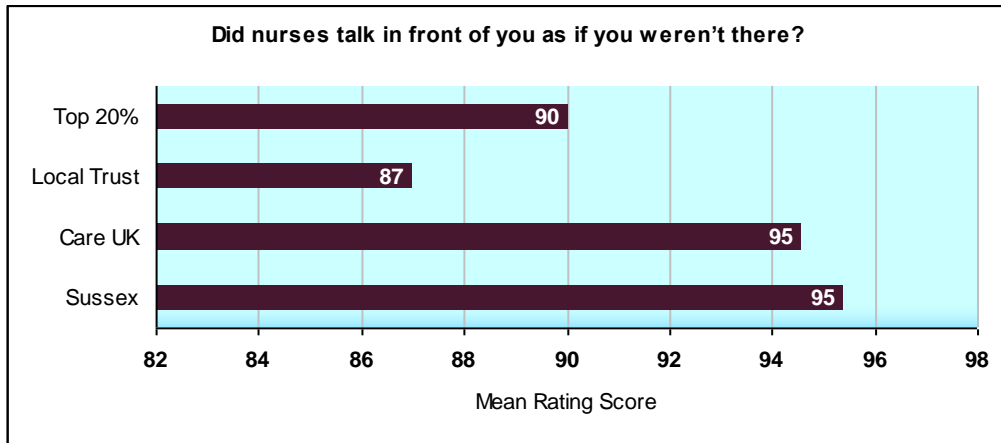
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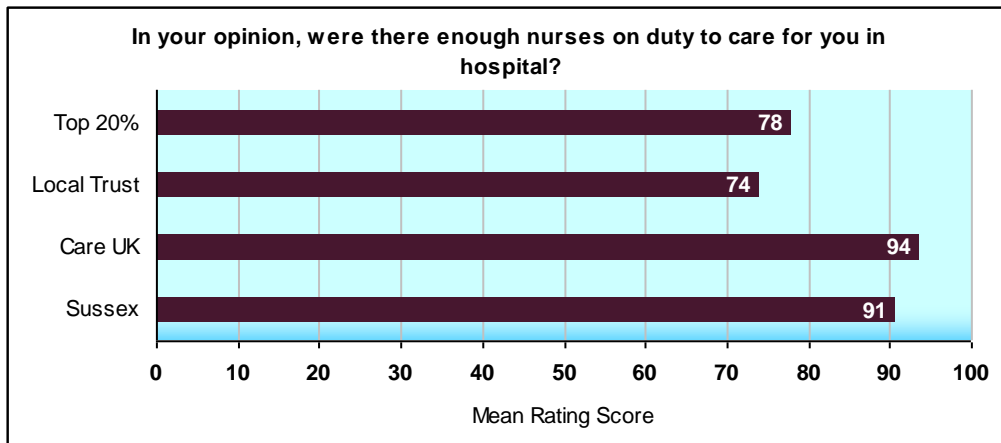
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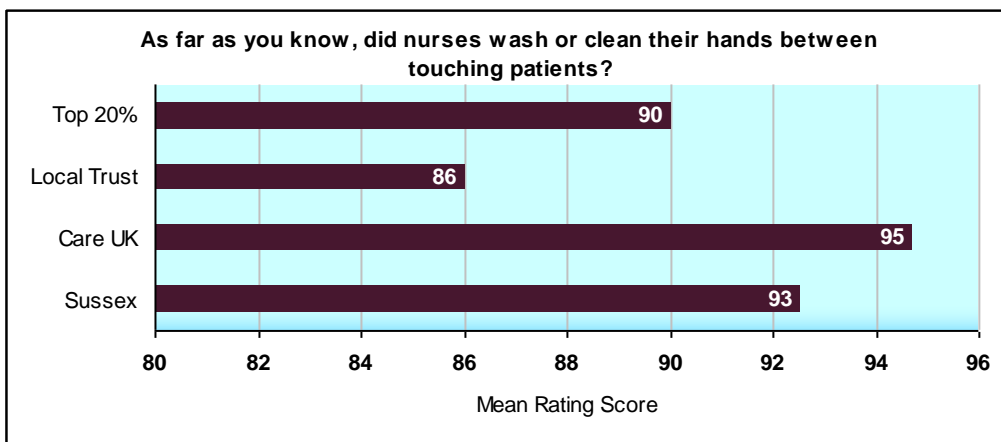
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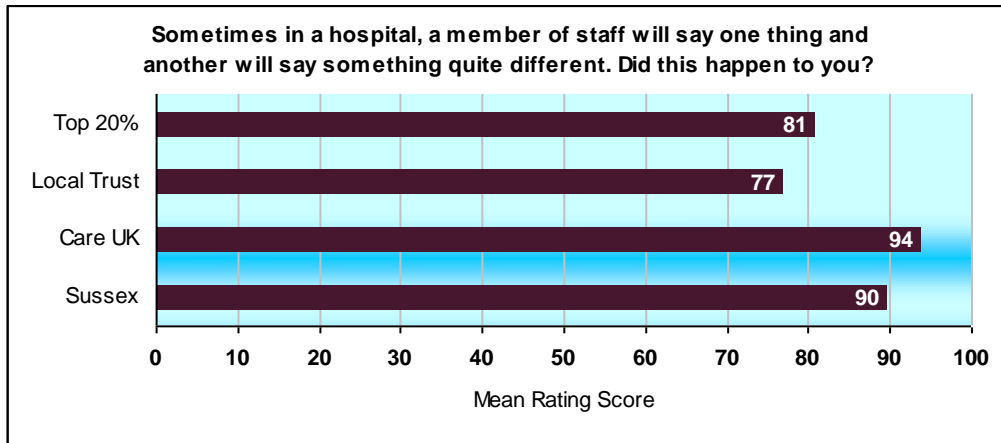
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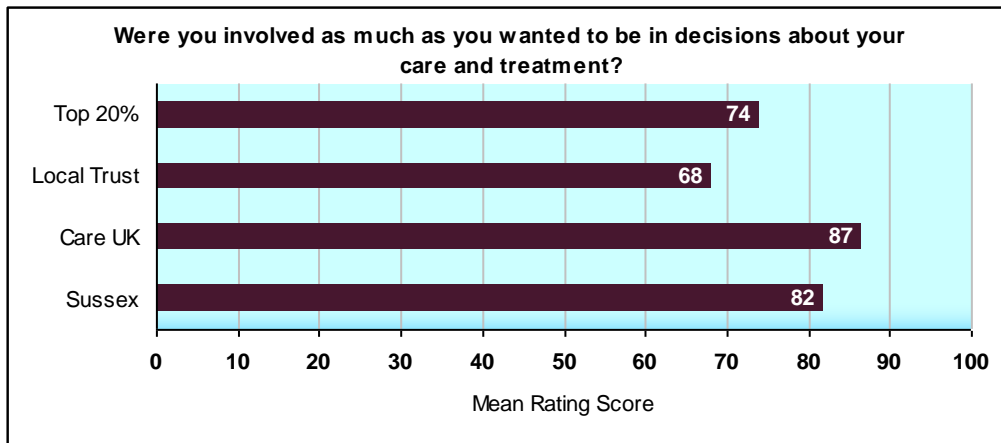
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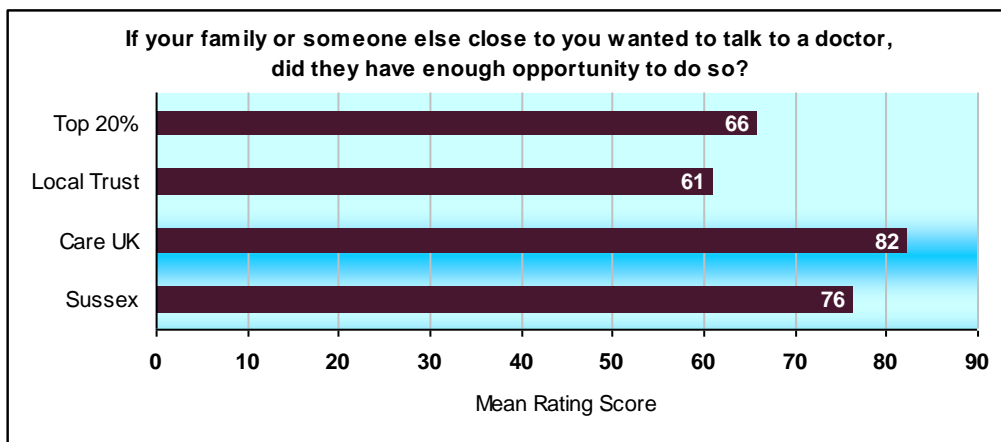
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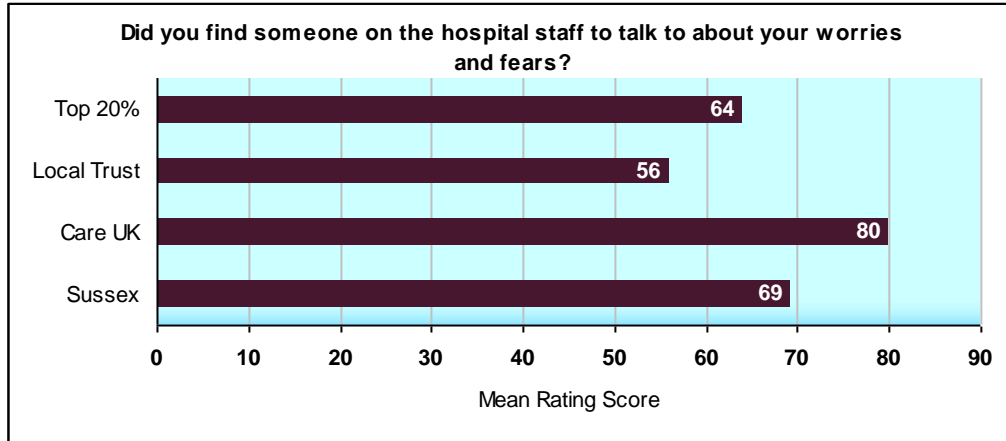
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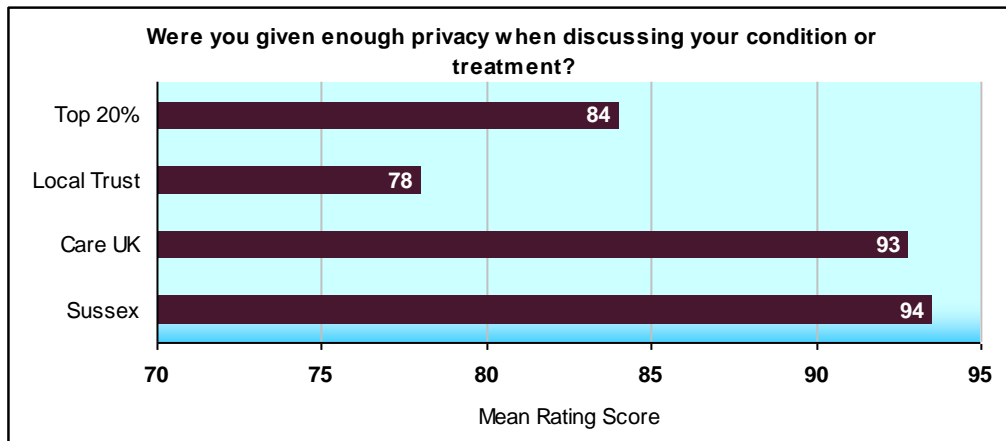
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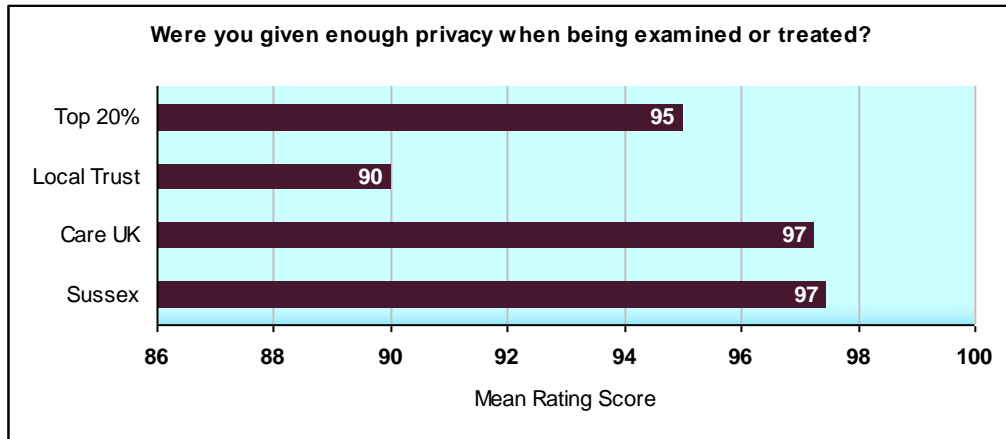
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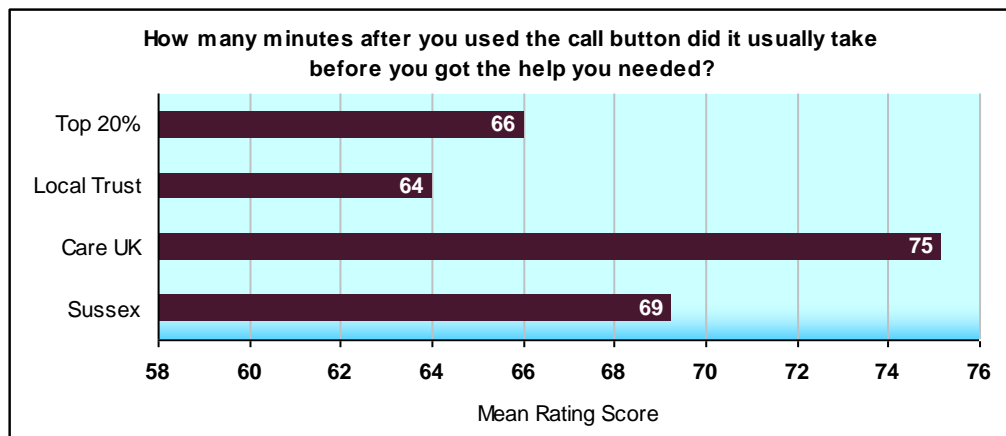
Q29



Q30



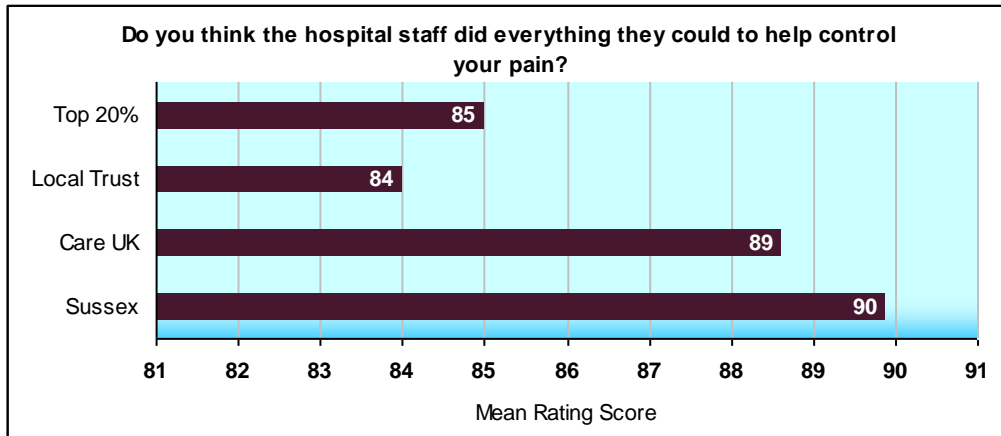
Q31



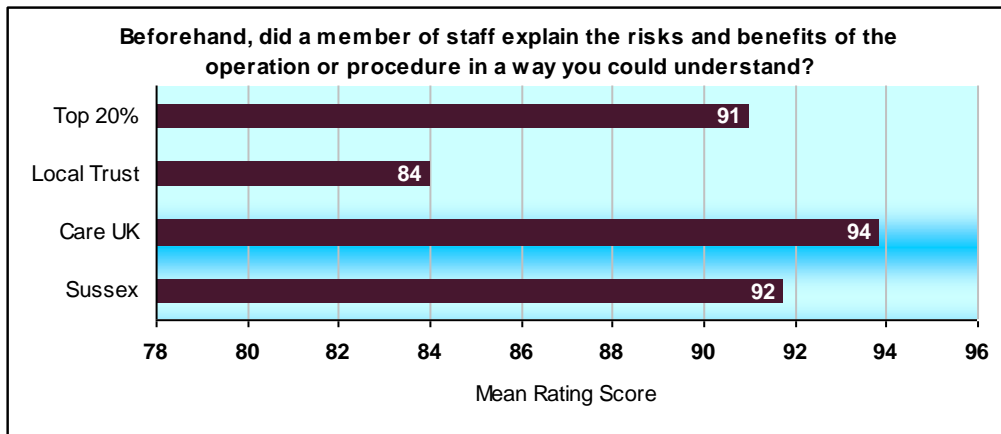
Interpretation Guide

- 61.7% did not use the call button.
- 7.6% were attended immediately.
- 17.0% were attended in 1 to 2 minutes.
- 11.2% were attended in 3 to 5 minutes.
- 2.0% were attended in more than 5 minutes.
- 0.4% never got help when they used the call button.

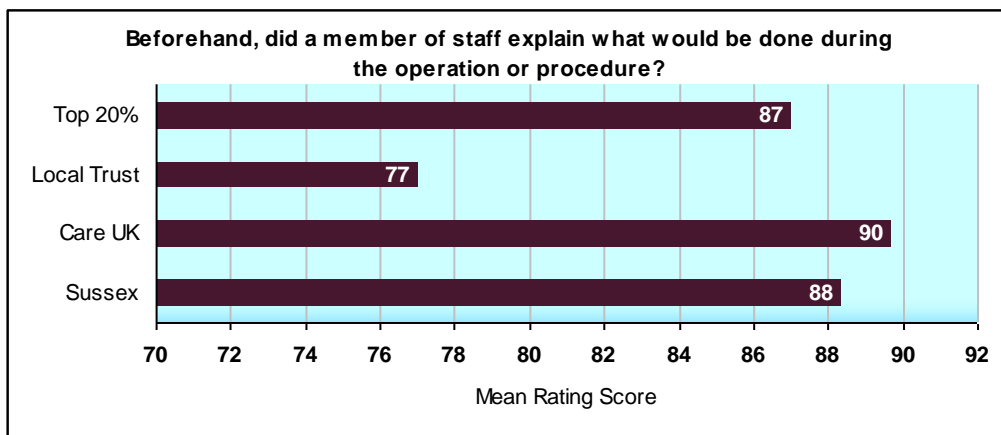
Q32 & 33



Q35

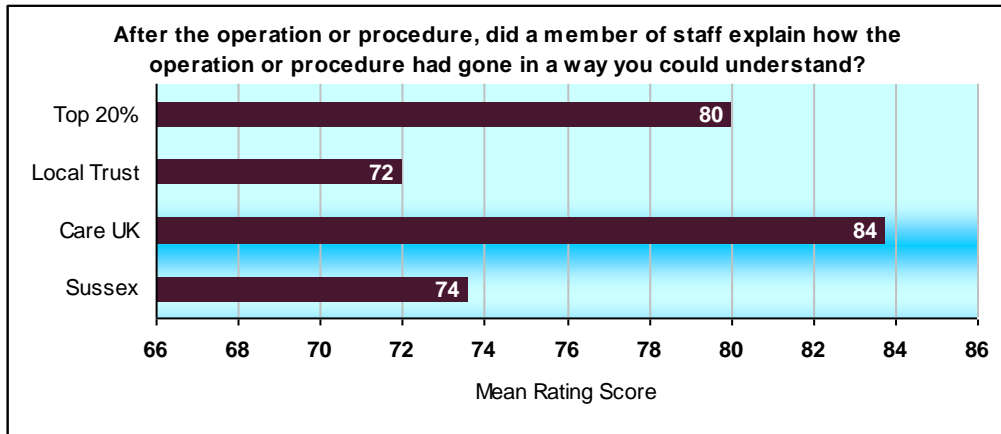


Q36



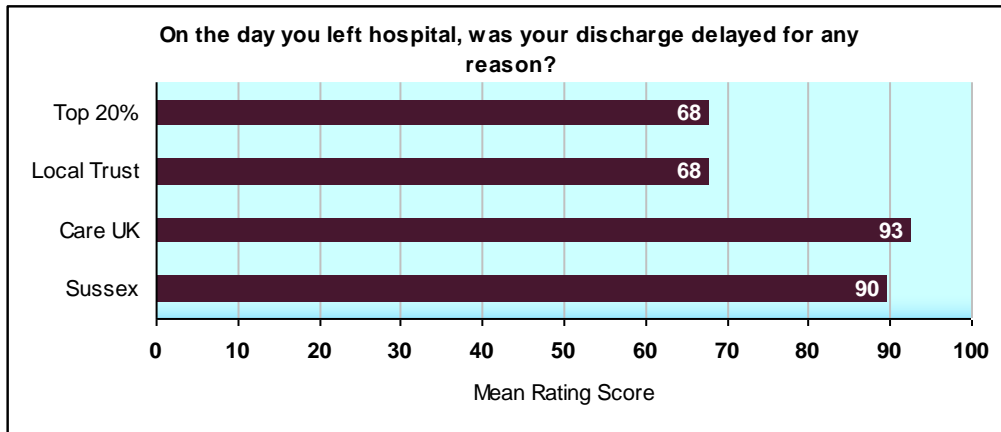
Rated only by those who had an operation or procedure

Q37



Rated only by those who had an operation or procedure

Q38 & Q39



Rated only by those who had an operation or procedure

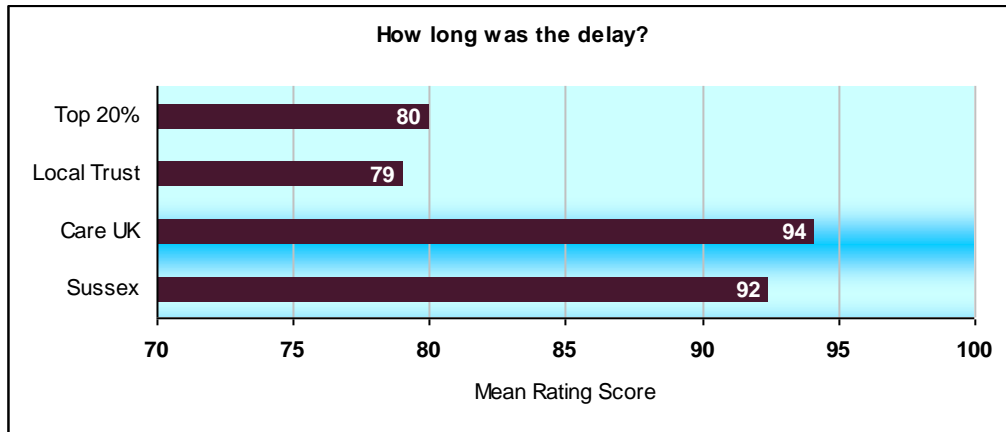
Interpretation Guide

85.4% were not delayed.

Of those that were delayed, the reasons were:

- 44.6% Wait for medicines
- 13.5% Wait to see doctor or nurse
- 9.5% Wait for ambulance
- 32.4% Something else

Q40

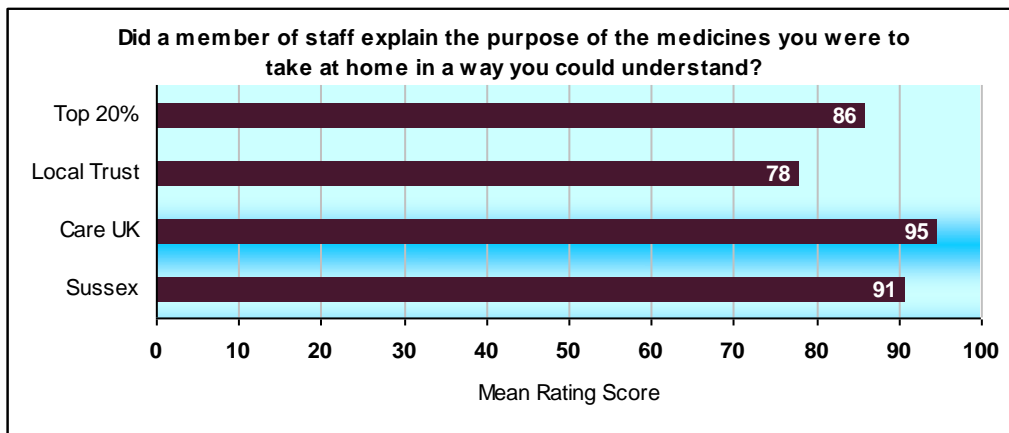


Rated only by those who were delayed

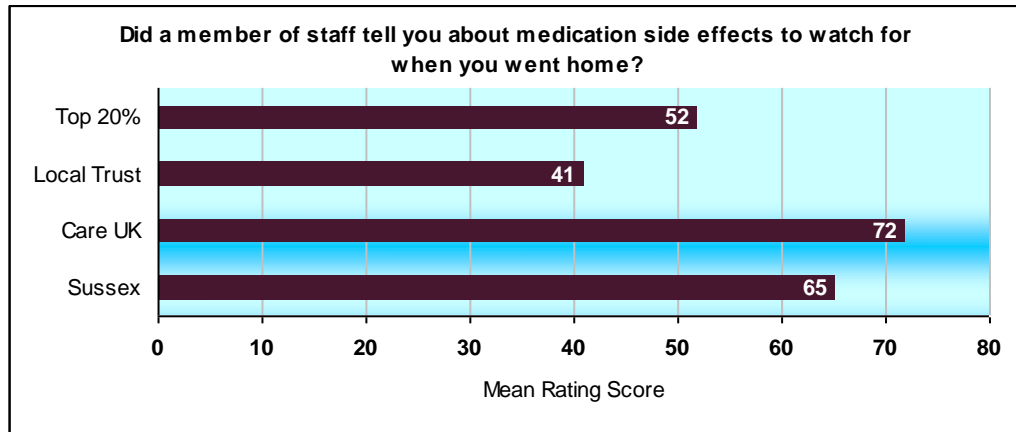
Interpretation Guide

- 41.3% Up to 1 hour
- 26.7% Between 1 and 2 hours
- 17.3% Between 2 and 4 hours
- 14.7% Over 4 hours

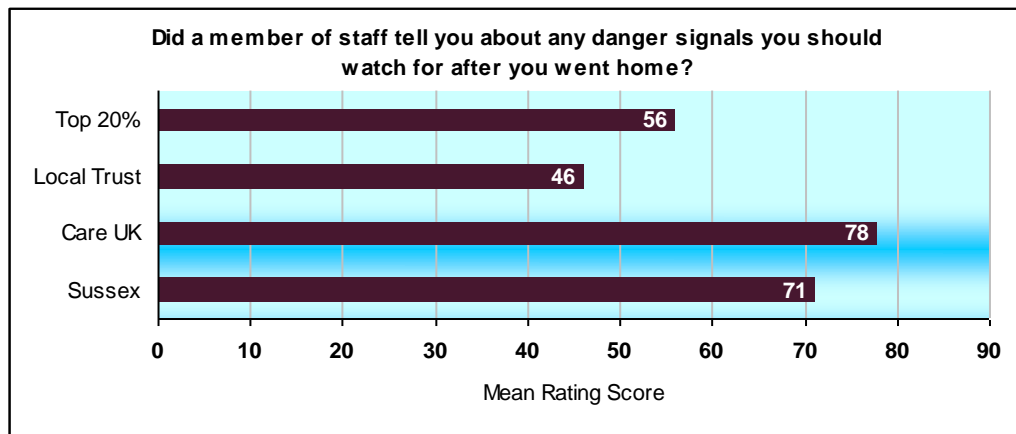
Q41



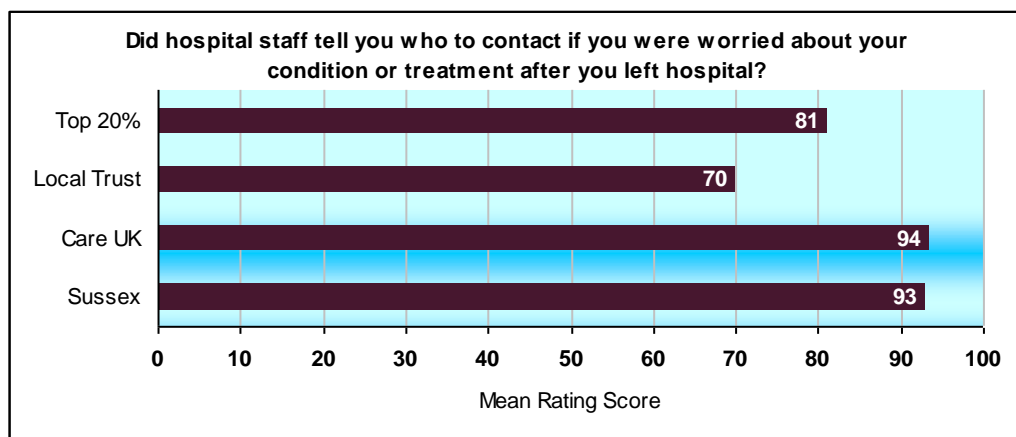
Q42



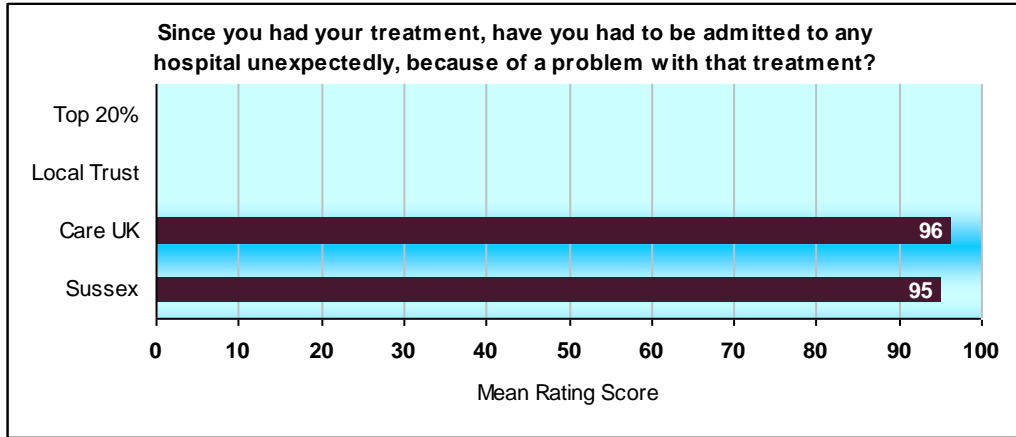
Q43



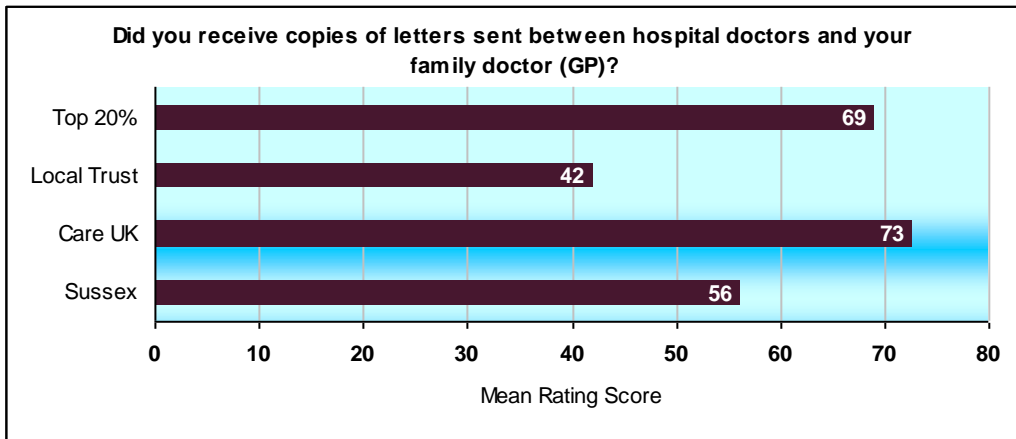
Q44



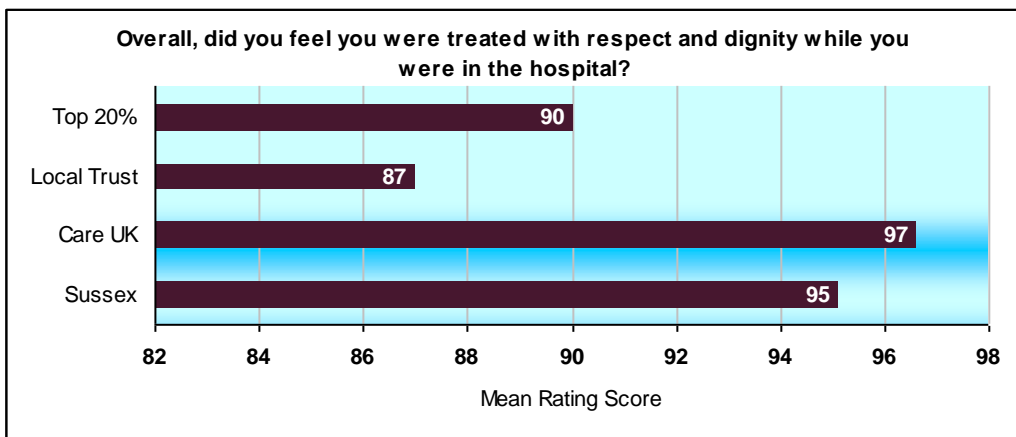
Q45



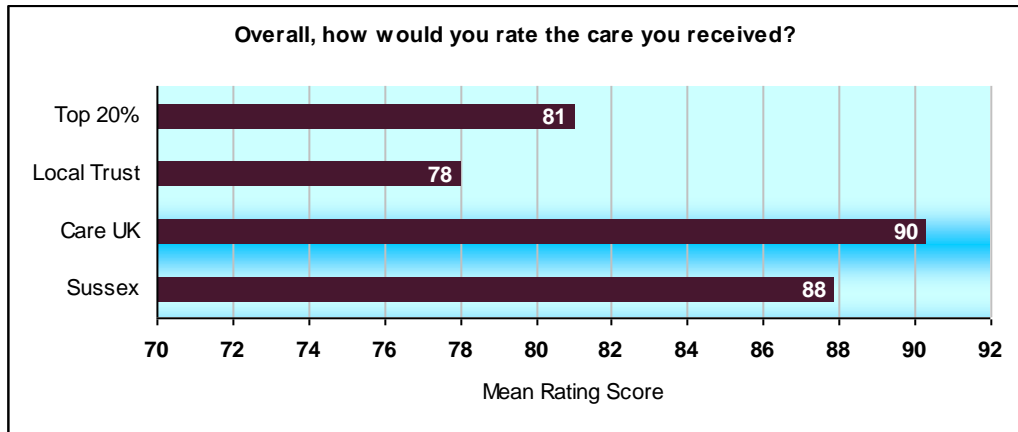
Q46



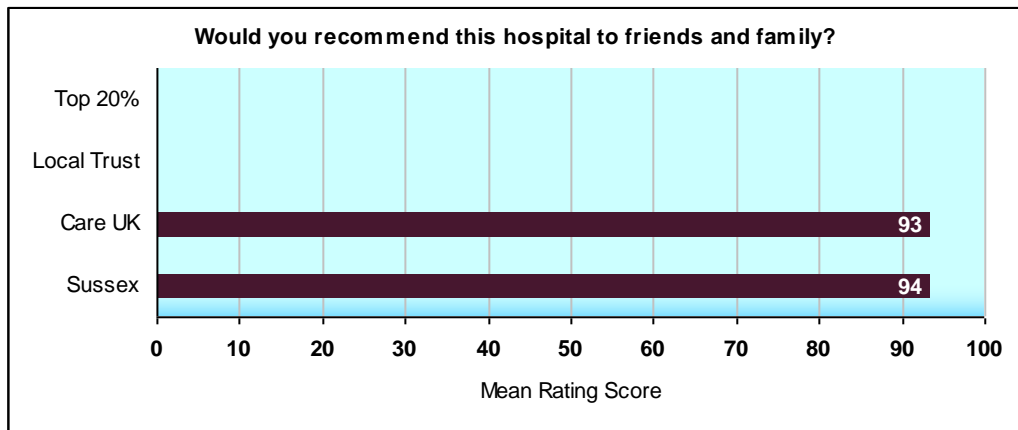
Q47



Q48



Q49



Interpretation Guide

- 88.9% Yes definitely
- 9.3% Yes probably
- 1.8% No

Comments

Was there anything particularly good about your health care?

- 1 Everyone was friendly and helpful except one person
- 2 Staff friendly. Care and treatment organised and efficient
- 3 My consultant was very professional. Everything was explained to me very clearly and concerns addressed. At all times I felt that the staff cared and I was not just 'a number'.
- 4 I was very impressed by all the staff I met, the pleasant atmosphere of the building, the cleanliness, the efficiency. I did not have a big operation (a steel strip removal from a smashed wrist) but it was very well done & so the healing was excellent.
- 5 Extremely impressed, from the conditions of the hospital, the hospital surrounding and the reception makes it all feel very privately run.
- 6 My visit was excellent. All treatment was caring and first class
- 7 Doctors and nurses etc were very caring and assuring
- 8 All the nursing staff were very friendly helpful and supportive
- 9 Surgeon & anaesthetist business-like but friendly. Nurse was caring
- 10 Impressed with phone call the next morning checking all was well
- 11 Very grateful to be fitted in at the last minute
- 12 Occupational therapist & physiotherapist were very helpful
- 13 Anaesthetist was friendly and happy. She gave me confidence
- 14 Excellent treatment from start to finish
- 15 Hospital ward was modern and clean. Well looked after by staff
- 16 The treatment I received from the surgeon and staff was excellent
- 17 Everything was good
- 18 Efficient thorough friendly caring attention given to all patients
- 19 Everything was very good. This hospital is very very good
- 20 The kindness of the staff and pleasant reception area
- 21 Everything
- 22 Generally a positive experience
- 23 The centre experience went smoothly and was carried out in a competent and professional manner. I was impressed by the standard of care both prior to the operations and during my stay in hospital.
- 24 I felt I mattered. Appreciated the after care set up for me
- 25 The whole experience was with great care, and felt totally relaxed in their care.
- 26 I was very fortunate in having carers from the Kleinwort Centre at home after discharge on 25th July 2010. Both the nurses and physio were very efficient and pleasant. Indeed, it was Nurse Carol Dunne who realized the possibility of anaemia on Thursday 29th July and took a blood test which resulted my having to visit the Princess Royal for a blood transfusion which had to be delayed until the following Wednesday 4th August when a day bed became available. I was there for ten hours because the initial cross match taken on 30th July was unsuccessful and had to be repeated. Fortunately my symptoms of anaemia, excessive tiredness, tinnitus and visual problems disappeared after a further two units of blood.
- 27 Bed comfortable. Staff polite. Food good.
- 28 The surgeon and nurse staff were very polite, put me at ease and more importantly had time for you/
- 29 All the staff were friendly and helpful

- 30 Nurses were very good and attentive and helpful.
- 31 The nursing staff were very good at keeping one informed and explaining procedures, as was the anaesthetist. My original consultant was unavailable so I had locum.
- 32 The care provided was of a high standard I had two procedures done within 3 months of each other. I was very nervous and scared but the staff were very kind and professional and this put me at ease.
- 33 I was quite impressed and not kept hanging around at all
- 34 From the time I was admitted I couldn't have been treated better than any hospital. The staff enjoyed doing their positions & it showed by the way they treated patients. Without any doubt at all they couldn't have been better in any way.
- 35 I felt I was involved with my treatment both before and after the operation I did not feel fearful before the operation because of this and the friendly and caring way I was treated. After the operation the staff were wonderful. The food was excellent and beautifully presented. Well done chef! I have sung this hospitals praises to everyone. Top marks!
- 36 Very impressed overall. Very pleased with TV above my bed
- 37 The treatment I received from start to finish was outstanding. The hospital was clean, appointments always to time, nursing staff were good as were the doctors. Even had a follow up call next day.
- 38 Staff courteous friendly helpful. Facility comfortable clean modern
- 39 One the operation got underway, it was very efficient.
- 40 A first class hospital. Everybody was helpful and kind. Most impressed.
- 41 Really good, clean, restful, efficient, friendly, modern
- 42 From day 1 the cheerful staff made my 3 week stay very pleasant
- 43 The speed from arriving to leaving
- 44 Food was excellent
- 45 The medical care was excellent and so was the catering services. The staff were very attentive and being elderly I appreciated the care I received especially after my accident (see below).
- 46 Well cared for. The standard is perfect
- 47 All the N.H.S Staff.
- 48 Being able to have my surgery on a Saturday greatly helped with arranging transport and care after the op.
- 49 All the staff were brilliant and understanding. Fantastic care
- 50 All the staff that work there
- 51 I was very pleased with the care. The consultant was excellent
- 52 Both operations performed with great care. Very neat stitching
- 53 Very impressed and happy with the way I was cared for
- 54 I felt confident that I would be well looked after upon admission
- 55 Overall an efficient system
- 56 Surgeon, nurse and physio were excellent
- 57 Friendliness of hospital staff
- 58 Can't remember
- 59 The staff were brilliant. The hospital is of a very high standard
- 60 I couldn't fault Mr V-- in any way. He was very kind and helpful
- 61 Staff very attentive
- 62 I was looked after really well
- 63 After care when I came home was excellent
- 64 Operating team were great
- 65 Nurses were very caring and looked after me & reassured me
- 66 Staff were very helpful and put me at ease.

- 67 Staff were friendly helpful. Ward was clean. Very impressed
- 68 In and out of hospital same day
- 69 Not particularly
- 70 Everything was quite satisfactory
- 71 With regard to questions 41-44, I was given explanatory leaflets about the painkillers I was taking and also about any side effects. I was also given a contact number to ring if there were any danger signals. It is not always easy to remember everything after a procedure & having everything written down was very helpful. The hospital also rang next day to see how I was.
- 72 The cool, calm, efficient and courteous way the staff treated me
- 73 Everyone I came into contact with were cheerful and helpful
- 74 The staff were very busy almost converbelt system, but it did work.
- 75 Attitude and attention from staff was exceptional
- 76 Friendly staff, excellent surgeon, everything explained
- 77 Very kind and cheerful staff. Excellent care
- 78 Lovely comfortable hospital
- 79 Surgeon was very caring and excellent. Recovery excellent
- 80 The cleanliness, respect and the consultant.
- 81 No
- 82 Everything was very satisfactory
- 83 Nursing staff dealt with my pain promptly and were attentive
- 84 Immediate post op care was excellent.
- 85 It was very prompt and convenient
- 86 Everything was excellent
- 87 Overall all of my care was very good
- 88 Clean and comfortable. The offer of coffee x 2 sandwiches was a welcome. Unexpected bonus which helped comfort of post op. outpatient treatment.
- 89 The staff were kind and friendly. Very pleasant surroundings
- 90 Excellent care
- 91 Everything was good. Nothing too much trouble. Food excellent
- 92 The physiotherapists were excellent
- 93 Plenty of staff who were neat tidy and always smiling and polite
- 94 Nurses were very friendly and caring
- 95 I know it was only a 'small' op on my hand, but I was very worried & afraid, but, as soon as I came through the hosp doors all my fears went and I felt very relaxed. Everyone was so kind & helpful.
- 96 Efficiency of getting people in and out seemed very economical
- 97 Surgeon was excellent, explained things clearly. Nurses friendly
- 98 Very good atmosphere at hospital. Treated with kindness & respect
- 99 Paramedics were very friendly
- 100 Nurses were friendly and helpful even when very busy.
- 101 Surgeon was excellent, sympathetic & put me at ease
- 102 Impressed by calm atmosphere and professionalism of all staff
- 103 Food excellent
- 104 Treatment was excellent
- 105 I was impressed with the hospital and staff, very good
- 106 Friendly staff, always helpful + cheerful. From receptionists through to surgeon.
- 107 Overall the treatment was very good.
- 108 All staff were very courteous and caring
- 109 Fantastic looking hospital and staff, doctors et

- 110 The surgeon (Mr Ricketts) was professional, caring and a brilliant surgeon and I am very grateful to him for all that he did both pre op and post op. The hospital was very clean and I never had to wait for long periods to be seen.
- 111 General surroundings, comfort and care were excellent
- 112 Kindness of staff and doctor was superb. Cook was very kind
- 113 Excellent in every respect. Quite happy with all matters
- 114 Excellent treatment
- 115 Very impressed with the nursing care
- 116 Excellent care from all members of staff
- 117 It was all good.
- 118 The unit was even better than I've experienced in private hospitals
- 119 The surgeon was very helpful and I had confidence in here. When I was finally able to see her. The staff were all friendly + kind.
- 120 It was all very good
- 121 The nurses were always really helpful and efficient
- 122 The smooth transition from admission to discharge
- 123 Overall very well looked after
- 124 Excellent
- 125 The day staff were excellent and did anything to help my stay comfortable.
- 126 Nurses were lovely, made me feel comfortable and make me tea
- 127 Treatment by the surgeon & anaesthetist was very considerate & answered all the questions I had about the procedure & subsequent recovery, particularly the spinal anaesthesia which was new to me but proved to be very satisfactory.
- 128 Treatment and risks involved in knee replacement explained very clearly. Anaesthetist was extremely helpful and I was pleased I opted for spinal anaesthetic. Nurses coped very well with rudeness from a particularly difficult patient. Food was excellent - very good choice and well presented, appetising when I didn't feel well. Croissants the best I have had in England.
- 129 Good to be treated in a new treatment centre, not an old hospital
- 130 The care was excellent. Staff very efficient and friendly
- 131 The night nurse on duty was a Scottish lady called Norma, she was excellent, but so rushed off her feet.
- 132 Very nice to have a single ward/room
- 133 The staff were amazing, very polite and helpful
- 134 Lovely to have doctors who gave time and quality of care
- 135 Nurses and doctors were very caring and looked after me well
- 136 Overall impressed with everything from start to finish
- 137 All very friendly
- 138 Night Staff.
- 139 Excellent all round care from all of the staff
- 140 My care was good. Staff were excellent at all times
- 141 The majority of the staff were helpful kind and considerate. I would strongly recommend SOTL to anyone needing treatment.
- 142 All staff were friendly and caring. Felt safe and comfortable
- 143 The pre-op and on day of operation were very efficiently handled and I was impressed with the professionalism of all the staff.
- 144 The accommodation and nursing care were of a high quality. The close integration of nursing care and physiotherapy following my operation was highly beneficial to recovery.
- 145 Staff
- 146 Post operative pain relief

- 147 Very pleased with the way I was treated as it was my first time of having an operation, they calmed my nerves.
- 148 Felt like a private hospital and the treatment felt like this also
- 149 Very impressed. The staff were courteous and helpful
- 150 Didn't have to ask for food or drink or pain killers. They asked me
- 151 Excellent
- 152 I received the very best of care at all times
- 153 It was all first class
- 154 Very quick and efficient. Friendly staff, Doctors very good. Felt well looked after.
- 155 Every confidence in the consultant and person who assisted
- 156 This hospital and it's staff could not be better
- 157 Completely satisfied. The treatment and aftercare was amazing
- 158 Well looked after when I arrived, Doctor explained everything
- 159 Mr B-- went out of his way to help me when I'm in a lot of pain
- 160 Very happy with in patient care
- 161 Dr Vernois is a remarkable doctor. Two other medical professionals said my condition was never going to improve. (A GP and a foot specialist in Brighton). Dr Vernois gave me complete confidence that he would solve the complex problem in my feet. He did. Later he assured me that if the problem came back he would take care of it. His care was wonderful.
- 162 Hospital staff very friendly. Put themselves out to help me
- 163 It was a quick and easy procedure with no major concerns.
- 164 Overall my care and stay in hospital was excellent
- 165 Yes - Food
- 166 Team work was exemplary
- 167 All staff were professional and friendly and happy
- 168 The building is very modern, clean and pleasant. The staff are all very friendly and respectful.
- 169 Excellent experience. Felt completely confident during my stay
- 170 Care was very good. They catered for my disability
- 171 Operation and treatment at Sussex Ortho Centre was excellent
- 172 Doctor Leonard was brilliant. Very clear in her explanations.
- 173 Excellent care and concern about the patient
- 174 Everything very satisfactory
- 175 Very efficient from time of arrival to discharge. Follow up telephone within 48 hours to make sure how I was coping with any pain etc. Was very much appreciated.
- 176 Very impressed with the surgeon.
- 177 Friendly and caring staff. Clean and airy wards. Very good food
- 178 Being in a room on my own. Much gratitude to all staff for my care
- 179 Yes. Considering we are deaf we got looked after very & nurses went all out to make sure we understood everything & looked after my wife whilst I was in having the op.
- 180 Staff were nice and friendly in all departments
- 181 I have had very little experience of stay in hospitals. The hospitality was excellent and of good hotel standard. The medical experience was very good from all personnel, with sufficient pressure on the patient to ensure rapid recovery.
- 182 Great experience and great service
- 183 Everything from beginning to end was except
- 184 The whole procedure was conducted with the utmost felicity and I could not have wanted better treatment. My thanks and compliments to all the staff.

- 185 My treatment was carried out in a professional manner
186 As I had my op late in the day, staff found a bed so I could stay in
187 Everybody was extremely helpful, provided maximum comfort
188 Everybody involved with my short trip to hospital was very helpful and professional in the way they worked.
189 I received an unexpected follow up call the morning after my op at home. The person who made the call was very cheerful, polite and I felt had genuine concern for my welfare. Most welcome.
190 Everything is so highly organised and startlingly clean
191 Day shift nurses and staff were friendly, and easy to talk to
192 Receiving call day before admission advising what time to attend
193 Overall I was very satisfied with the care I received during the day care operative procedure. I was particularly impressed that a member of staff telephoned the next day to check my progress and I was able to discuss concerns I had regarding side effects of medicines (pain killers)
194 Good experience. Competent friendly staff, good food

Was there anything that could be improved?

- 1 Having TV remote that worked. I was in a room alone so got bored
- 2 No. Just carry on with the good work.
- 3 Improved liaison between Princess Royal and Brighton Trauma
- 4 Arrived at requested time but waited 5 hours before I had the operation
- 5 Physio was inexperienced in altering the height of the crutches
- 6 Discharged too quickly after the operation
- 7 Yes communication. Two doctors told me different things on how they were going to perform the operation.
- 8 Missed dinner after op. Asked for food. Was forgotten.
- 9 I object to the modern form of address given to patients. I think one should be addressed formally as I requested. I am 77 years old & encouraged by my parents to show respect to others.
- 10 Had op under local anaesthetic, it was distressing to feel the operation
- 11 Waited 6 months between GP referral and treatment.
- 12 My shoulder is the same as before the operation
- 13 A ready supply of urinal bottles should not be overlooked
- 14 Practicing with crutches before op because I was drowsy afterwards
- 15 In my opinion nothing needed improving.
- 16 I could have done with an extra couple of days in hospital as after TKR (total knee replacement) I was sent home on day 4.
- 17 As regards accommodation, I consider the pre-operative arrangements were most unsatisfactory where waiting, was far more than four hours in virtually open-plan, very noisy environment with patients and staff coming and going.
- 18 Was sick after op. Given bag of medication to take home, no explanation
- 19 TV screen could have been bigger, lower on wall & in line with bottom of the bed
- 20 Yes - It is now 27th September my operation was the 23rd July. Despite a phone call by myself to the Sussex orthopaedic centre in August, I have still not received an outpatients appointment since my operation. The aftercare treatment has been forgotten about despite my initial letter on leaving the ward stating it would be mid-August. I never received a letter of confirmation on a date, when I phoned the woman dealing with all that wasn't there and I'm still awaiting a phone call back that I was promised. I couldn't fault the centre, the surgeon or the nurses and staff up to the point of my leaving the hospital. I would still recommend the centre but would express concerns on aftercare!
- 21 Lack of confidence in anaesthetist before spinal anaesthesia, changed to GA
- 22 I was discharged too early. Had to be readmitted three days later.
- 23 Discharge very rushed. Still under influence of anaesthesia and info given very fast. Staff very busy so doing best they could. Luckily I work at GP surgery so was able to contact them for info. If I was elderly with no help would have been difficult.
- 24 Consultant care was poor. Pre-op he 'breezed in'. Said hello, seemed rushed and disappeared. Post-op I didn't see him and no information was given to me about the operation, how it went, any complications or even what had been done, as it was explanatory. I then had to wait 6 weeks to find out the results.
- 25 Maybe more staff to assist after operation the nurses were very busy and at times resources a little stretched they did offer to help but by the time they came back I had struggled to do the tests ?? Were extremely pushed.
- 26 Was a day case but reacted badly to anaesthetic so stayed overnight

- 27 It couldn't have been in any way better.
- 28 Sat in cubicle from 10.30am to 3.15pm waiting to be seen
- 29 Properly explaining details about therapy appointments, whether you can go back to work after op, but before therapy. Asked Doctor and nurse for some kind of sick note for my place of work "never received". Had to get from my G.P. He was not very impressed, saying the surgeon should have sorted this out.
- 30 The only problem I had was not enough pain control when I came off the morphine pump. I was only on paracetamol and it did take some time for the pain relief medication to be prescribed. Eventually this was put right and pain control was ok.
- 31 No-one could say if my op was a success. Consultant had gone
- 32 I stayed in Worthing hospital 3 years previous and it was disgusting, staff were rude to me and other patients, toilets very dirty. This hospital is how they should all be run, brilliant full marks.
- 33 Kept waiting for 5 hours before op. Can overhear medical conversations in cubicles
- 34 1) communication. I was telephoned at home on the day of my operation and was asked and agreed to come in early. I was then left waiting for over an hour as was only told that the timetable had changed when I asked. Then having been prepared for my operation, I was left in the cubicle for another 1 1/2 hours without any explanation. 2) I felt I was being patronised by the surgeon, during his pre-operation consultation. He clearly did not wish to discuss my torn ACL despite what is written on page 2 of your document DC05. 3) The time from my knee problem occurring to the operation (your Q3) was extended by an inappropriate outpatient appointment being made. 4) on the assumption I am dealing with adults, I am quite happy to discuss these points further if it will help.
- 35 Needed a bed pan in the night, the nurse made it clear I was a nuisance
- 36 Care of patients with dementia and other mental problems
- 37 I arrived at 11.15am & changed right away. Not operated on until 15.45
- 38 I felt the nightlight should be on every night and all appliances, e.g. Zimmer frames should not be left sticking out so patients could fall over. My experience regarding this matter was a bitter one and is still on-going. After 4 months I am still using crutches and I have had two further operations at Queen Victoria East instead. I have written a letter before this saying what happened, but I am enclosing another to remind you. With apologies for not completing the questionnaire sooner - I was in hospital when it arrived and haven't been too well since to bother with it.
- 39 No.
- 40 The nurse doing the pre-op assessment could not answer any of my questions about the procedure.
- 41 Not enough info given on post op. Had to ring hospital for advice
- 42 Hard to do physio exercises on your own at home
- 43 Found it hard to get back into the system following complications
- 44 4 hour wait before my op, so had to stay overnight.
- 45 2 staff members discussed another patient in front of me - inappropriate
- 46 Sometimes felt the hospital was understaffed
- 47 Went in at 8am for op. Sent home at 4pm as they could not fit me in
- 48 I was left waiting in the cubicle for 3 hours thought I had been forgotten
- 49 Parking. What a nightmare. Went round and round looking for a space
- 50 Yes. The schedulers are always on answer phone and were lax in responding to requests for attention. In the end I rang your H/O and made a complaint & they put me through to SOTC + ensured the relevant scheduler spoke to me there and then.

- 51 Parking
- 52 Staff need to read notes on patients medication after procedure
- 53 Operation was timed at 9 minutes. Too quick! Is this normal?
- 54 It would be helpful to have a choice about the removal of stitches I was referred to the nurse at my G.Ps and it was difficult to get an appointment. I would have chosen t have them removed at the hospital given the choice.
- 55 I would prefer shorter time between appointments
- 56 Try not to rush us home/out while aesthetic' still woozy? I realise why? Bed needed. A little slower for some of us.
- 57 Physio for longer. Called the centre for help 6 times. No-one called back
- 58 Care on wards
- 59 a) Not one of the nurses had a good command of English. b) The changeover staff often had no idea of the medication I had received from previous staff. They continually asked me what drugs I was taking for the pain. When I asked if this was written in the notes, the response by one nurse was “we are busy and don't get it right all of the time”. Thus my loss of confidence in the nurses.
- 60 Being told the truth and finding out what I had
- 61 Waiting time. Went into hospital at 12, taken to theatre at 5pm
- 62 Waited long time between admission and surgery
- 63 Waiting time in the pre-op bay.
- 64 (Princess Royal) I was disappointed that this hospital could not access the x-ray of my thumbs that was to be operated on and I had to wait around in a corridor for another x-ray before I could go in to theatre which of course, increased the anxiety level somewhat.
- 65 Waited a considerable time before my operation
- 66 Why are there different nurses every day? Some were good, others not
- 67 Long wait from arrival until op. Was cold in Op gown. Needed a blanket
- 68 Kept hanging around for a very long time
- 69 Need to allow you longer to recover after op before discharge
- 70 Waiting time in reception. Some reception staff were a bit frosty
- 71 More explanation needed, need to achieve more of a bond with the patient to identify their needs.
- 72 Op was at Sussex Ortho Centre. Therapy was at RSCH Brighton a 3 hour round journey.
- 73 Not given my usual blood/heart pills for 3 days. Felt ill. Blood pressure dropped
- 74 Some of the staff lacked compassion and bedside manner
- 75 When the physiotherapist saw me, before my discharge, I was not thinking straight, because of the anaesthetic, and would have appreciated a written account of the results of the procedure. Also, the physiotherapist took me through some exercises, which of course, I could do at the time because I was still benefitting from the anaesthetic/pain relief. However, I was unable to do any of the exercises when at home, for a number of days, and found this rather frightening.
- 76 Admitted for knee replacement but Dr just did key hole surgery
- 77 Better indication of when your going to theatre. I waited 4 hrs in a gown
- 78 I unexpectedly had to stay overnight due to pain issues and found that the care I received on the ward the day after the operation was terrible. The nurses did not appear to care at all. One nurse in particular was very rude and dismissive. I was told by the ward doctor that I would have to stay another night to get my pain under control and then 30 minutes later another doctor came and said that they needed my bed so I would be going home. At this point I was on a

morphine drip and oxygen and had not eaten or drunk anything for over 24 hours as I was continuously vomiting. Due to the vomiting I was also not able to keep down oral pain relief. I asked the the doctor who had told me I needed to go home if I could have an anti sickness medication but she dismissed me saying I didn't need any. The morphine pump and oxygen were removed and I was not even allowed to wait 30 mins for my sister to pick me up. I was left sitting in a busy corridor crying, feeling very nauseous and in a great deal of pain. As a nurse myself I am fully aware of pressures for beds and staffing but even so I was disgusted. The care on the operation day had been amazing but my experience the next day completely ruined my impression of the hospital. Such a shame when all other staff had been fantastic.

79 One night staff attitude was poor, wouldn't help me to the toilet

80 Would have liked to be told how my hip operation had gone

81 None

82 I would not have seen the surgeon before my operation if I had not finally agreed to postpone the operation and use the first operation date to just see the surgeon. If turned out my problem had been misdiagnosed and not clearly described. Had I not seen her first she would only have discovered this when I was on the operating table. I think it is very important to see the actual consultant who will operate, not somebody else.

83 The parking and the charge

84 Not told that I would be given a pain patch, no side effects explained

85 Long delay at pre-assessment as nurse misplaced my records

86 The nurse service at night was significantly slower than during the day

87 You could improve the food

88 No

89 The night staff, were abrupt and very few on the ground when they were called.

90 Need more nurses as they are very busy

91 No effort at the pre op tests were made to confirm a high blood pressure condition which was the last test - subsequent test by a "cardiac specialist". Identified a slightly calcified aortic valve but was not considered a reason for postponing the operation.

92 Regular nursing staff could not be faulted but they seemed to work very long shifts and agency staff employed at weekends did not seem so reliable although this did not affect me personally.

93 Did not like mixed ward

94 More night staff, & rooms for patients who snore too loudly. I could not get any sleep at all.

95 The follow-up was awful

96 I arrived at the hospital at 07:30 (I was told to arrive at 07:30) and was not called for treatment until about 11:00. I was left waiting lying on a bed in privacy, but I was rather cold. I asked at 11:00 if I could go home and wait there as I lived only 5 minutes away by car and my wife could have bought me back in 5 minutes. As it happened i was taken in for the operation just after 11:00. I felt rather disconcerted by the long wait.

97 Surgeon didn't see me after the operation. Wanted to see him for 5 mins

98 Friendlier staff. Staff who can speak English. Full explanations given about treatment given. Opportunity to ask questions. Cleanliness.

99 More nurses on wards on operation days

100 Not happy as they did the op while I had a cold, then I got chest infection

101 There was one nurse on night duty who was very morose and unhelpful when I asked for some sleeping pills as I was unable to sleep one night.

102 Having had 2 total knee replacement ops last year, I find the physiotherapists had some differing ideas about which exercises should be done straight away and also I always felt they were in a hurry and that there weren't enough of them to go round all the patients who needed some help.

103 I did not feel that the side effects of drugs give to me on discharge were fully explained. As a result I was advised by the hospital to stop taking medication, the day following my discharge, and could be causing internal bleeding. It was known to staff that I had suffered from chromes diseases in my youth.

104 More parking for the disabled

105 Not waiting (starved) for an op in a room where people eat and drink

106 Have answered question 41-44 to some extent, because recently having come to after Gen/An, found myself unable to take in properly, the advice being given.

107 Would have like to received copies of letters to my GP

108 After the op I was felt rushed, patients shouldn't be if they are not ready

109 Years wait to see Dr W-- after referral. Waited 3 years for surgical shoes

110 No.

111 I felt I did have to wait around quite a lot before I went in for the operation, and when you are not allowed food or drink it can be quite daunting.

112 Heating in cubicle area was cool. Nurse gave me a blanket

113 Parking

114 I can't think of anything. The entire experience was as good as I could want it to be.

115 My appointment was 1pm but I went to theatre at 3.20pm - long wait

116 Dressings supplied on discharge were too small. No info on the stitches

117 The time from when I was referred from my GP to when I had the operation. I was referred to different departments for various treatments. Getting a rheumatology appointment was difficult. Whereas getting one at the orthopaedic department was much quicker.

118 Not really.

119 I had problems with the slippery water - proof cover on the mattress. In returning to bed unless the bed was at the lowest lever, after a day or so this was no long a problem.

120 No privacy in cubicles. Can over hear conversations re. others conditions

121 Sent home with Warfarin but no INR result. My GP was not happy

122 Night shift staff were inconsistent regarding giving pain relief

123 Although I ticked 'easy' for parking, on one occasion that I attended as out patient appointment I had to park at the far end of the site due to a shortage of places. However on subsequent occasions there was no problem.

Any other Comments?

1 Had to call nurse back for pain relief. Not given food for long time after op.

2 As above

3 Physio at Brighton Hospital was excellent

4 Late operation affected availability of transport to take me home

5 After 24 hours being Nil by Mouth I only got a sandwich as chef had left

6 When I went for my X-Ray after operation the nurse transferring me to x-ray from hospital bed pressed on my scar, this surely could have been avoided, by pushing above & below. The only time found staff chatted amongst themselves + didn't care too much about the patient & comfort.

7 I have arthritis and have had 2 hip replacements plus knee replacement. My first hip replacement was in Princess Royal Hospital and the others were in Sussex Orthopaedic NHS Centre. I have to say that the Orthopaedic Centre was Much, Much BETTER than the hospital. In every possible way the hospital was very much lacking. Especially in listening to the patients needs.

8 Felt rushed & pressured to leave. Concerned about pain killer use at home

9 The staff were unstinting in their effects from the consultant to the caterers. I have since compared notes with an acquaintance who had treatment at a privately run establishment and if compared badly with the excellent care offered by the orthopaedic NHS treatment centre. A heartfelt thank you to all concerned.

10 The intermediate care I received was of a high standard too.

11 View from my window was beautiful

12 The same consultant then told me the results and sat back folding his arms. This 'bedside manner' was appalling. No further explanations, advice, information was given. I had to probe him for any information. He was completely unhelpful and unsupportive leaving me quite distressed.

13 My overall experience was excellent the staff and surgeon very kind and professional. If I have to have other procedures in my life time it will ?? ?? Due to the positive experience I had at the Sussex Orthopaedic Centre Heywents Heath.

14 I have been in the Sussex Orthopaedic three times and each time it was up to its usual very high standards. The only problem is I'm due to go into another hospital soon. I'm hoping it will be up to your high standards??

15 Still have some problems with knee, pains and wake up mornings with pain in knee; and my knee as locked up, or this is what it feels like. Takes between one to five minutes to start to ease of. I experienced similar before op, so am confused as to why still getting some pain, etc.

16 I have a phobia about general anaesthetics and would have preferred to sign paperwork before the day of op and I have gone straight in. All staff kept coming in to explain what they were going to do and I just wanted to get it over with, but do understand they probably have to record they have done this.

17 I was a day patient - most of the enclosed does not apply.

18 Reception staff were helpful to my family when they came to visit

19 I have dementia. Reacted badly to GA, given tranquilizers

20 Letter attached: To whom it may concern. I was admitted to the Sussex Orthopaedic NHS treatment centre on July 7th, for a knee replacement from the minute I went in, I had the best treatment possible, Mr Peroos and his staff were excellent and I was well taken care of. Unfortunately on my 5th night i had occasion to go to the bathroom. There was no light in the ward only reflection from the corridor, i should perhaps have rang the bell but not wishing to disturb anyone made my own way which was fine (i used my crutches), looming out from

the bathroom and the bright light and back into the four bedded ward, i managed to get one crutch entangles with the patients Zimmer frame sticking out from the bed (this bed was very near the door and reflecting back the Zimmer should have been on the other side of the bed). I completely went head over and struck myself heavily on the cot sides of the bed. I badly bruised both thumbs and shoulders trying to save myself, but worst of all struck both knees and dislodged two staples from my recently operated knee. There i was a lot of bleeding from this area, fortunately the staff nurse heard me and there happened to be a doctor with her, they rushed in and lifted me from the floor and got me back to my bed and treated my leg. Mr Peroos called to see very early the next morning and i was x-rayed, there was nothing broken, but i suffered a big set back and remained in hospital for 12 days instead of 5. I went to stay with my son as i live alone. I had 8 stitches removed by a district nurse, my knee was infected so the rest of the stiches were left in, finally being removed on 31st July at Junbridge Wells General Hospital. The knee was still infected and rather gaping. On the 8th Sept i saw Mr Peroos and as the wound was not satisfactory to his liking he told me i must have plastic surgery. He arranged to have me seen at Queen Vic Hospital. She admitted me to ekean out the leg wound on 28th Sep. I was readmitted for surgery again 7th Oct i am still having my knee dressed by a district nurse and after over 4 months i am very disappointed not to be more agile i have to say both my surgeons have been excellent and shown me the greatest care.

21 No complaints about mixed sex wards, there are curtains for privacy

22 1st class treatment received by all staff and if I have to go into hospital again hopefully it will be this one in Haywards Heath. I had an operation a couple of years ago went into a private one (paid for by NHS) wouldn't choose to go in there again. NHS every time.

23 My other comment relates to the cheviot of duties. I was told that if I remained with the surgeon I saw I would wait until September if I went with another surgeon I would have the op in July. Had I stayed with the first surgeon would my post op hadn't been in marywards heath? As it is i had to travel to Brighton and will have to do so again. The first journey was a difficult one. I wasn't that surprised post ops were not hold in Marywards Heath and i wish i had been informed.

24 A greater understanding of what procedures had been carried out on me.

25 Could an out-patient appointment be offered upon discharge

26 Confusion over date of operation. Not sure whether to fast. Wasted days off work

27 No food on ward after op. Restaurant was closed. Had to eat chocolate

28 Went to Royal Sussex 8 times. Princess Royal on my doorstep is underused

29 Hospital was very clean

30 Unfortunately the treatment has not resolved the problem

31 You need to do something about this very poor pre-service. By comparison the SOTC treatment was very good.

32 Was given a sheet of exercises. Felt I should have seen a physio

33 Staff need to instruct patients on how to use walking aids etc

34 Finger became severly infected. Readmitted for complete irrigation of finger

35 I had problems with my local G.P. Clinic in having all stitches removed as some had to stay in longer. I was able to phone the hospital for advice & also to arrange for a nurse to take out the remainder of the stitches, when I had my follow up appointment.

36 The parking at the hospital is very expensive. You shouldn't be making money out of people that have no choice in visiting the hospital.

37 Thank you very much for the care overall. Really good. I live alone. I can now walk amazing.

38 Delay in discharge as I didn't know what time to get transport so waited

39 Arriving at the recommended time, I waited 4 hours before my op causing anxiety & severe boredom (not good for the blood pressure!)

40 Very good. A standard equal to or above which I might expect from a private unit. A very good experience.

41 Discharge Day complete farce. Transport should be arranged in advance

42 I had cause of concern over stitches. I was seen immediately by a nurse who answered my questions. I had called in expecting to make an appointment. Fantastic service.

43 Would prefer to unpack my belongings on ward before operation

44 I was given a cancellation date for the operation which was 3 weeks earlier than the fixed date. I would recommend the Sussex orthopaedic centre to anyone seeking their treatment.

45 They did not want the crutches back. Is this good economical practice

46 My procedure was due 8th March 2010. Runs on the 5th March for admission at 07.30. On the 8th at 4pm, 5pm rung again to cancel, no reason given only I would be contacted on the 8th with new date, no contact on Monday. I rang Tuesday voicemail, finally a message on Friday, with new date 26th April. 8th March - 26th April WHY!!! Staff were not informed of holidays???

47 After care was good too. Everywhere was clean and comfortable

48 Went to 3 appointments then gave up and stopped going

49 When the surgeon saw me six weeks after my knee operation, I explained that I had only limited use of my knee. He arranged for me to see a physiotherapist at my local hospital. She gave me more and different exercises from the ones on my discharge papers. These new exercises and the weekly physio sessions made all the difference and I am very pleased with the progress. I think most people would benefit from automatic referral from physio. Without it my recovery could not have been as complete as it is.

50 6 weeks after op Dr said it was worse than thought & I needed replacement

51 Went in for day surgery but kept in as physio had gone home-unprepared

52 More single rooms for people with sight and hearing problems

53 Not impressed with form filling. Need more nurses, cut Admin Staff

54 Would have liked to be told that I would have muscle pain for a while

55 I would like to give a big thanks to Mr Marc Patterson and his staff for a good job done.

56 I have recommended this hospital to several people

57 Really nice clean hospital

58 The result was a postponement of my operation from March to July due to other personnel commitments. Although I had delivered the "specialist" report before the due date for the operation it was not considered by the clinical committee due to administration failures. The expenses incurred by me for the specialist report might have been avoided with a more thorough pre op examination. I understand my interests were not considered.?

59 I was extremely pleased with my treatment which was carried out very quickly and efficiently. Original operation postponed owing to illness of surgeon which could not be helped. Physios and occupational therapists also extremely helpful in recovery both in hospitals and recommendations for after care. Cheap gym membership has helped me return to cycling after 8 weeks.

- 60 Why do I keep the crutches. They are unused, expensive
- 61 Overall, the hospital I was in is lovely. It has a lovely approach as soon as one enters. My male nurse was very helpful, just before my operation. I found it difficult to understand what some of the nurses were saying in the aftercare, especially from the ones abroad: No offence meant.
- 62 Procedure was not successful
- 63 The hospital was lovely and clean
- 64 Why cant crutches issued not be returned and used again
- 65 The ward bathroom was filthy, it had faeces on floor, sink and shower/chair. It wasn't cleaned properly when I complained and left like that for several hours. Doctors treated me as if I wasn't there and didn't listen to how I was feeling. I was also left by a nurse half undressed, waiting on my bed for him to come back to finish dressing a wound when I saw him leave for day. Care was dreadful & I felt traumatised by whole experience.
- 66 Injured my leg whilst in hospital, still being treated 4 months later
- 67 Having trouble with knee again was told would happen.
- 68 I was in SOTL for 4 nights, on two of the nights it sounded as if there was a party going on in the building - maybe students. Also there seemed to be quite a disturbance in the grounds outside. Thank you for the care that was shown to me both at pre op appointments and during my stay.
- 69 Once on the ward I felt the care was not so professional and at night I felt a bit frightened that I wasn't in safe hand - most of the nurses seemed to be from an agency, which was rather unsettling
- 70 While I was not disturbed at night by patients & staff. I found the high pitched sound to be somewhat intrusive.
- 71 Discharged 30 minutes after op. was rushed as staff finished shifts. Sick in car
- 72 As a pensioner on limited resources it would be helpful if parking was free
- 73 Passed out 5 mins after getting home. Husband putting me, in recovery position on kitchen floor, (could have been cleaner) not a good start. Would not think the amount of pain killers prescribed necessary, for the op/had.
- 74 At follow-up appointment I couldn't understand the Doctor
- 75 So often I hear negative things about the NHS. The care of Sussex orthopaedic is absolutely flawless. Thank you very much.
- 76 There was a lack of communication when it came to my post op appts. I was told to have my stitches out after 3 weeks on the discharge letters which I did, but when I came to see the consultant, he told me it should have been 6 weeks which would have meant my operation wasn't successful. Luckily it all worked out fine.
- 77 My worst hospital experience ever. I have worked in and been a patient in a number of hospitals. The problem - my bed being situated right opposite the public reception desk, which doubled as the night staff meeting point. Ignore the first bit.
- 78 Very impressed.
- 79 As with many questionnaires of this type, it is often difficult to tick the exact box. What I have done is to tick the best fit box of the options.
- 80 Loved the hot blanket the nurse put on me after the operation
- 81 I suffer from BPPV so cant lie flat on my back, staff found it difficult
- 82 I would have no hesitation in returning to the Sussex Orthopaedic Centre in the future should this be necessary.
- 83 Clean conditions. Aftercare service is excellent