

Client Feedback Research - Summary of Findings
Questionnaire sent out 6 weeks after surgery
34/70 responses received (49%)
July – September 2009

Initial Contact

- Every client had a 1:1 consultation, with 94% citing that the consultation was “very helpful”.
- All clients received confirmation letters regarding their arrangements and all except 1 rated the helpfulness of office staff as “very good” and the printed information as “very good”.
- Over 76% of clients have looked at the website and scored it “very good.”
- The nurses received 100% “very good” or “good” ratings.
- The surgeons overall offer “very good” or “good” consultations. Indeed the surgeons in Truro and Bournemouth were rated 100% “very good” by their clients for this quarter.
- Very few clients scored “poor” for any of their consultations.
- Only a handful of clients saw the psychologist during this quarter but 75% of them scored their consultation as “very good” or “good.”

Admission Arrangements

- Overall, admission arrangements scored highly, with only a couple of clients experiencing admission problems.
- One complaint came down to a misunderstanding between the surgeon and client and another client stated she was unhappy she was admitted early in the morning, but her operation was delayed until late afternoon.

Hospital Stay

- Very few clients raised anything negative about the level of care they received during their stay in hospital. There were a few comments about the noise from nurses’ stations at night.
- The theatre staff scored highly as usual, as did the housekeeping teams in all hospitals.
- The surgeons mostly visit their clients post-operatively, however clients comment on the speed of the visit. Anaesthetists visits vary from unit to unit.

Post Operative Information and Instructions

Another near perfect score. One comment from a client who felt she was not given any information on wound care post-op. Both Janet and Margaret are mentioned for their high level of support offered to many clients.

Client Comments

- *“ Only comment- had the same flavour jelly throughout. Variety would have been better.”*
- *“The psychological aspects of life after surgery might have been gone into more detail. Most overweight people use food as an emotional crutch. When it’s gone, it can be difficult.”*
- *“Suggestion: provide a good luck pack filled with recipe ideas, booklet on how to live with the band, measuring jug, blender, free vitamins supplements, before and after encouraging stories, measuring tape, healthy tips, diary to fill up with memories, tokens etc....”*

- *“ Was very pleased with the service, apart from the morning after op when no-one really seemed interested and I felt rushed to go home.”*
- *“I do feel that a 24 hour stay is not sufficient, another 24 hours would have been more beneficial.”*
- *“Many thanks to everyone, I wouldn't change anything., The hospital and staff were brilliant.”*
- *“ My post-op experience was/has been very good.”*
- *“ The care and support that I have received from the SW Bariatric team has been great. The staff are wonderful.”*
- *“ I am so grateful to have had the surgery and would like to thank the team for their help and support. I have never been admitted to hospital or had an operation before. I found the whole experience very easy and felt supported at all times. Thank you.”*
- *“ I feel that the post-op care is just right. You have all the info you require - not too much that you can't be bothered to read it. Someone is available at the end of the phone out of hours - should you need them. I used the out of hours service and I did not feel as though I was bothering them. They were very helpful and considerate.”*
- *“ I have nothing but praise and thanks. Never made to feel anything other than important in my own right. A very efficient service. Margaret was brilliant over the phone when I was concerned and relived my concerns I had. Janet was also extremely helpful and understanding whenever I was in need of reassurance.”*
- *“ Pleased with everything.”*
- *“All staff were truly excellent. Have fed back my comments to the PCT and local overview/scrutiny committee. Thank you so much.”*

Client Feedback Research - Summary of Findings
Questionnaire sent out 1 year after surgery
29/69 responses received (42%)
July – September 2009

Expectations from surgery

- 100% of clients lost weight in their first 12 months with bypass clients losing the most, as expected - 62% of bypass respondents lost more than 6 stone in their first year and 72% of band clients lost between 3 and 6 stones.
- The main reason people recall choosing to have weight loss surgery was to improve their quality of life.
- Of those clients who chose a gastric band, 62% did so after reading lots of information on the surgical options. 62% of clients who chose a gastric bypass based their decision on a recommendation from the team. Just over a 33% of bypass clients made the choice themselves from reading information.
- 90% of band clients and 100% of bypass clients felt that they made the correct choice of operation.
- 72% of band clients said that their outcomes expectations had been met or exceeded. Of those who felt it did not meet their expectations say this is due to less weight loss than expected.
- All bypass clients said their expectations had been met or exceeded.

Major Changes in Your Life

- Most clients experienced no change to their working lives. Of those that did change their jobs, several commented that this was due to increased confidence and the desire to want to take on more responsibility. The clients seem to enjoy employment more, once they have lost weight. One client has since retired and one client has been unable to work due to other health reasons.
- Nearly 90% of clients remained with the same partner, several claiming that since

having surgery their relationships had improved. Three clients split or divorced from their partners.

- None of the clients moved house.
- Nearly all band clients said that they do not expect SWBSG to help them with major life changes. In contrast, over half of bypass clients “would have valued more professional assistance with making major changes” in their lives. Several raise the question of providing counseling as part of the package after 12 months

Body Image

- All bypass clients liked their bodies more since having had surgery, with 75% of them stating that they wanted plastic surgery in the future. 62% of clients would like SWBSG to have plastic surgeons on the team.
- All band clients bar 1 liked their bodies more since having surgery, with half of them wanting to have plastic surgery sometime in the future. A third of band clients feel that SWBSG should have plastic surgeons on the team, a third are happy to look for their own and the remainder think that SWBSG should simply provide information on plastic surgery.

Follow Up Care

- On average band clients came to clinic 8 times in their first year and bypass clients attended clinic 3 to 5 times.
- There are less “poor” scores about clinic waiting times this quarter so things are improving with the new appointments system. On the whole, clients rate clinic appointments level of service as excellent/good.
- A regular printed newsletter and news on the website would be “very helpful” to the majority of clients.

The Overall Experience

- The nurses have been praised highly and there have been a few comments about dietary advice again - about portion sizes/ideas.
- When asked - “What was the best part of your experience?”, the majority of clients cited an increase in confidence. They also love buying clothes in “normal” shops.
- Excess skin is stated to be the one of the negatives of having had surgery as is a reduced choice of meal options.
- When asked about the service SWBSG provide 100% of clients agreed with all statements on the questionnaire! (*client is satisfied with care; team showed a genuine interest in client wellbeing and tries to ensure clients do well; the team provides services in a nice environment; the team is easily accessible and responsive; the service offers value for money; the client would be happy to recommend SWBSG to others*)