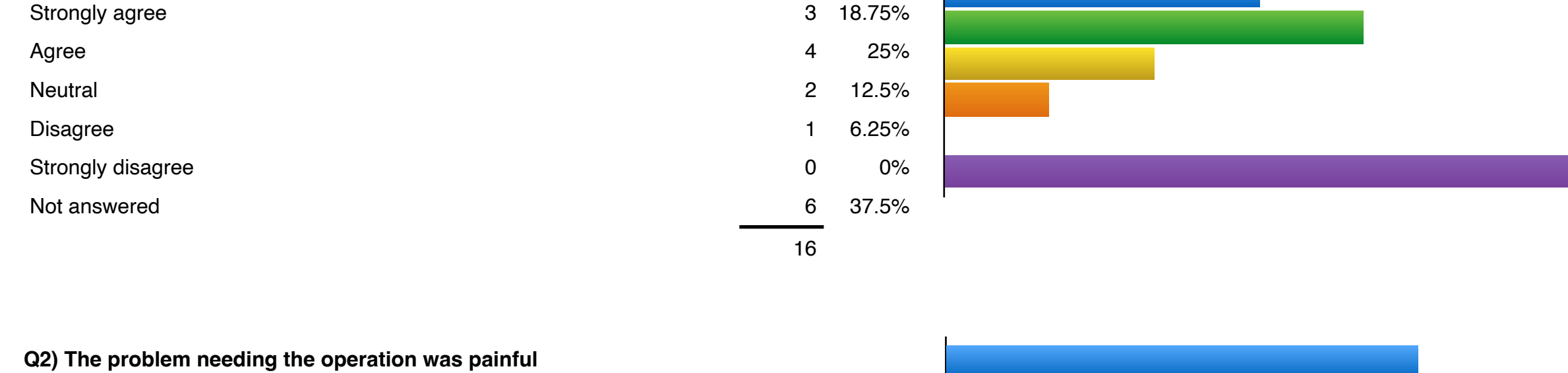


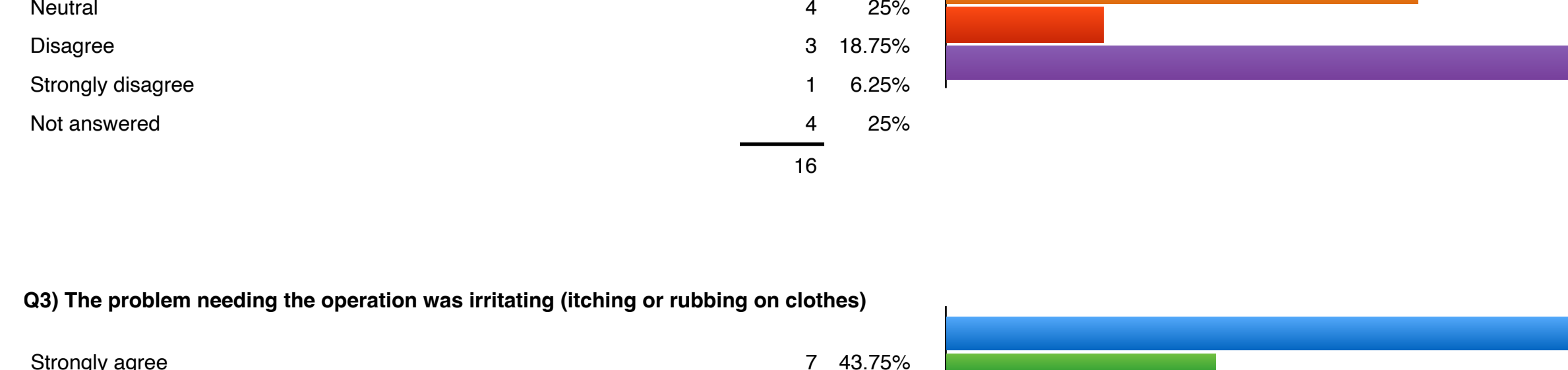
Minor surgery patient satisfaction survey: Mar 2011 - Oct 2012

Reason for having the minor surgery

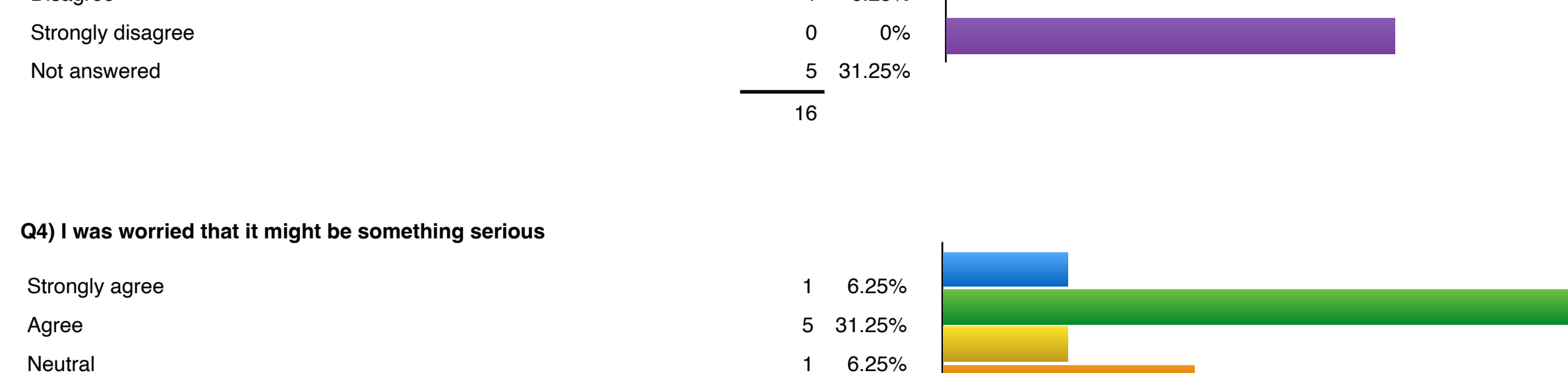
Q1) The problem needing the operation looked unsightly



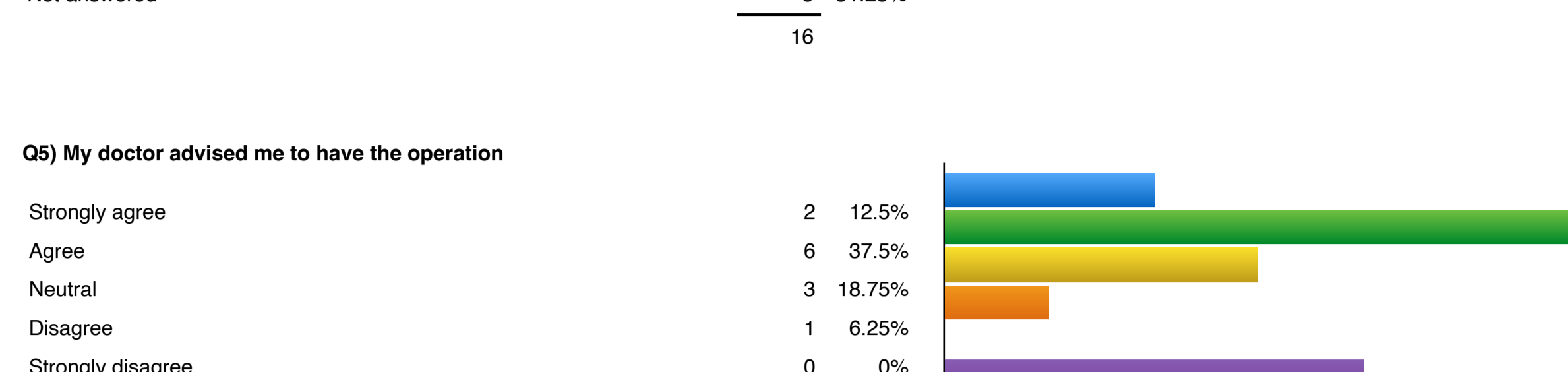
Q2) The problem needing the operation was painful



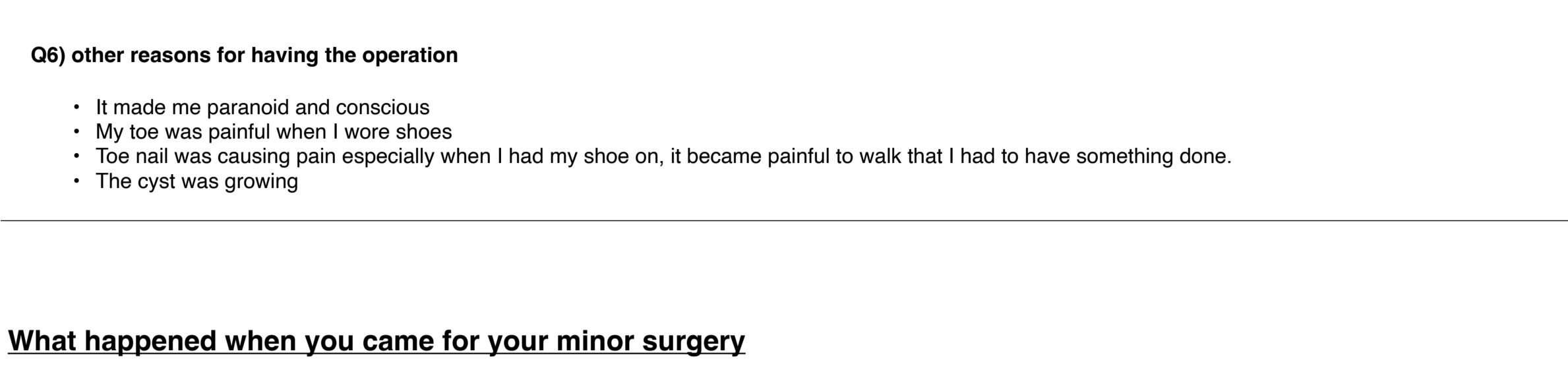
Q3) The problem needing the operation was irritating (itching or rubbing on clothes)



Q4) I was worried that it might be something serious



Q5) My doctor advised me to have the operation

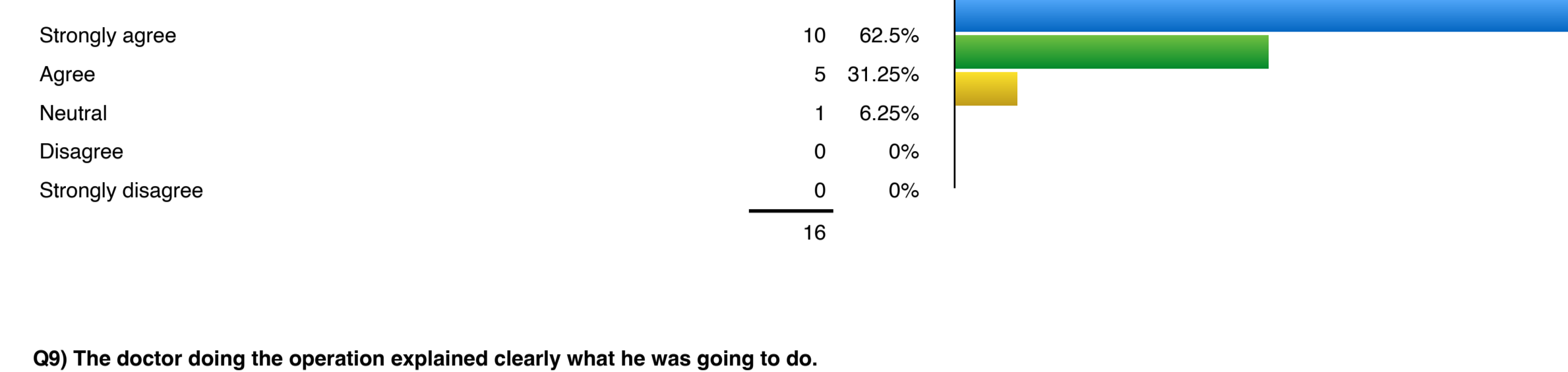


Q6) other reasons for having the operation

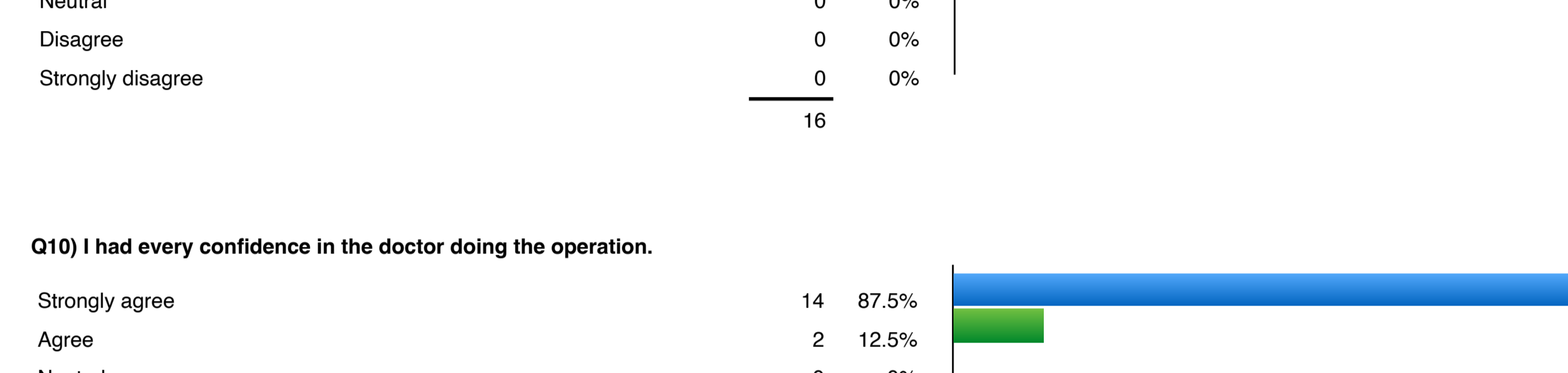
- It made me paranoid and conscious
- My toe was painful when I wore shoes
- The nail was causing pain especially when I had my shoe on, it became painful to walk that I had to have something done.
- The cyst was growing

What happened when you came for your minor surgery

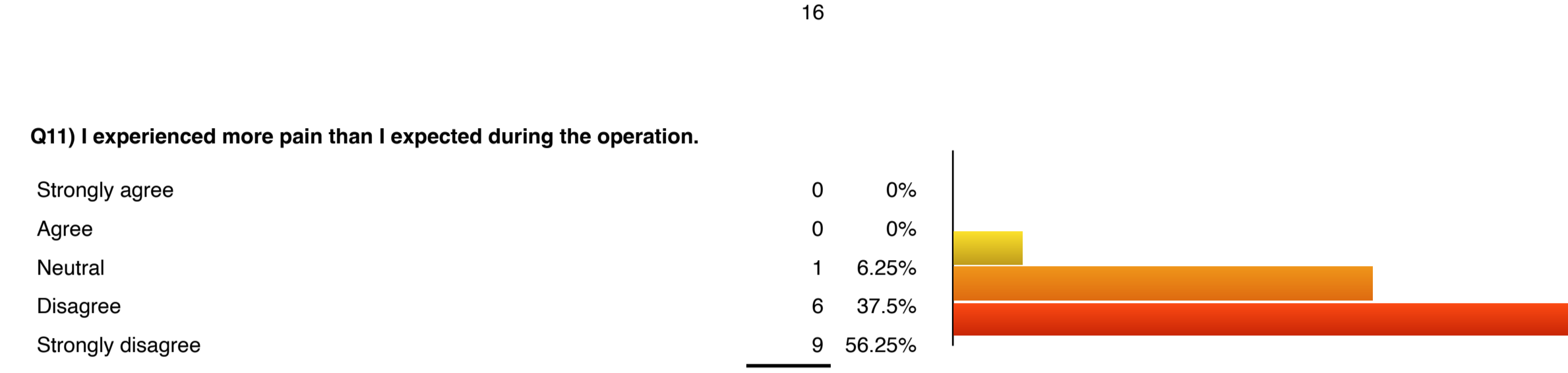
Q7) I found it easy to get an appointment for the operation at a convenient time



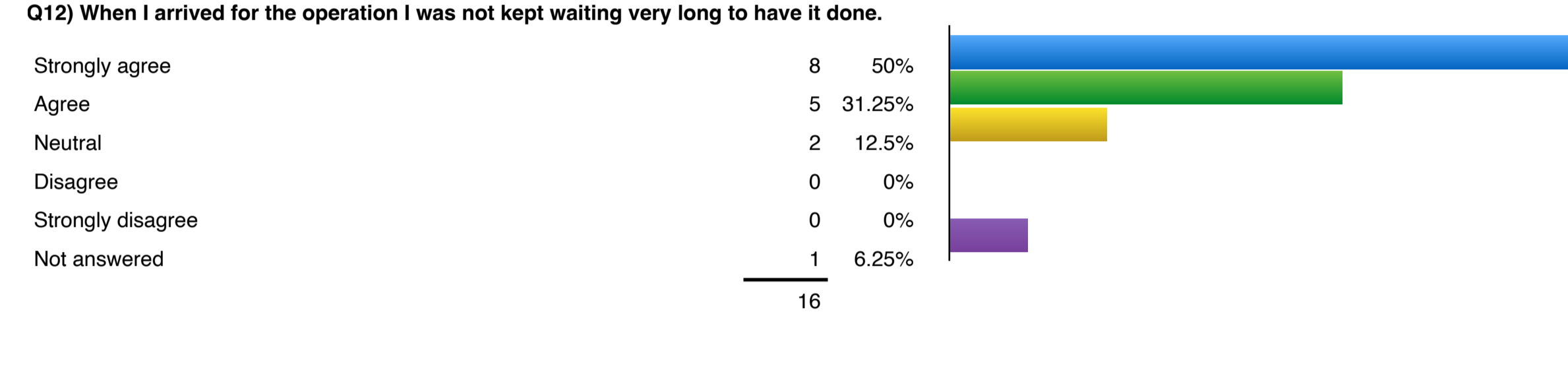
Q8) When I arrived to have my operation I had a clear idea of what was going to happen.



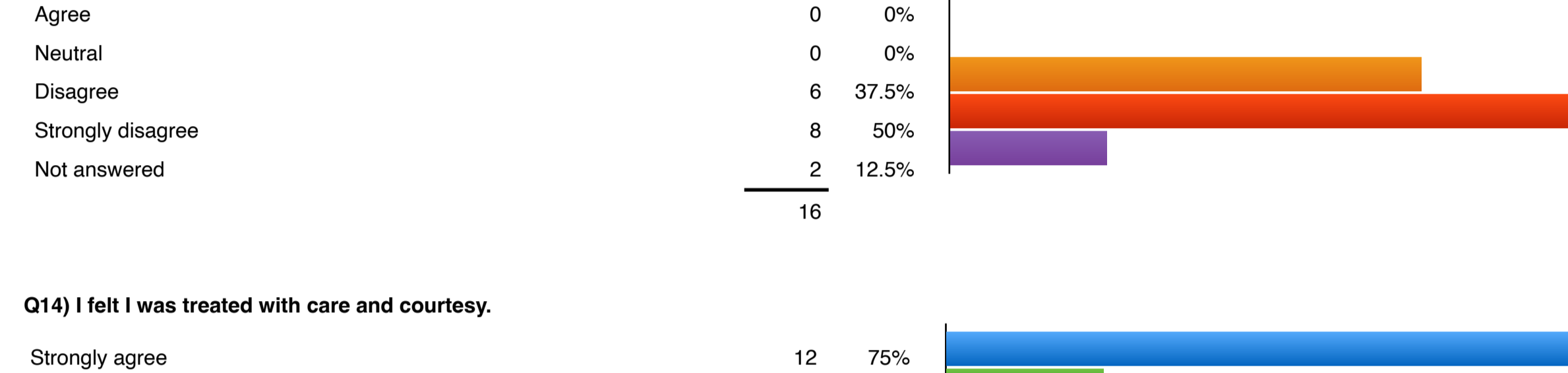
Q9) The doctor doing the operation explained clearly what he was going to do.



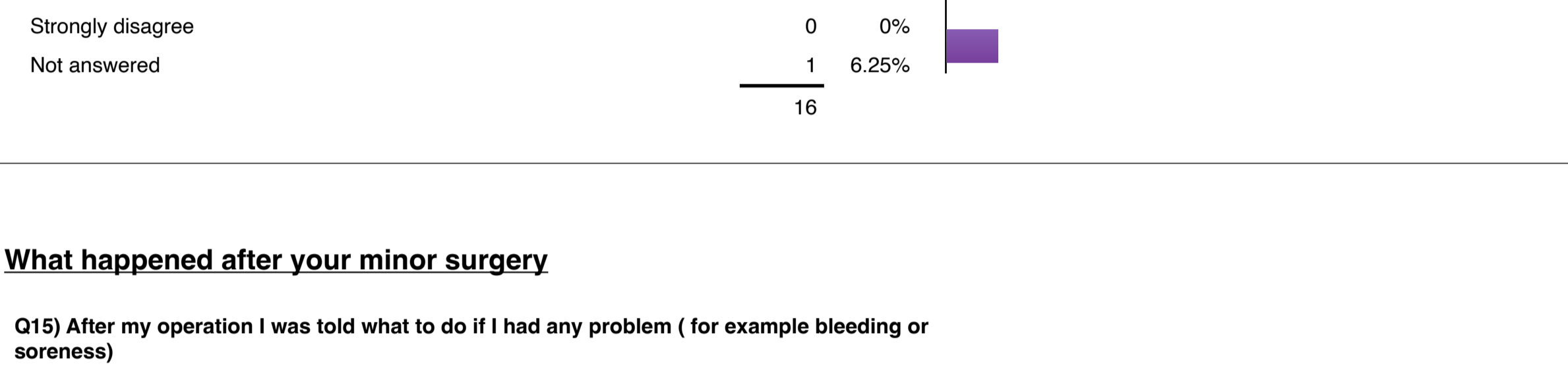
Q10) I had every confidence in the doctor doing the operation.



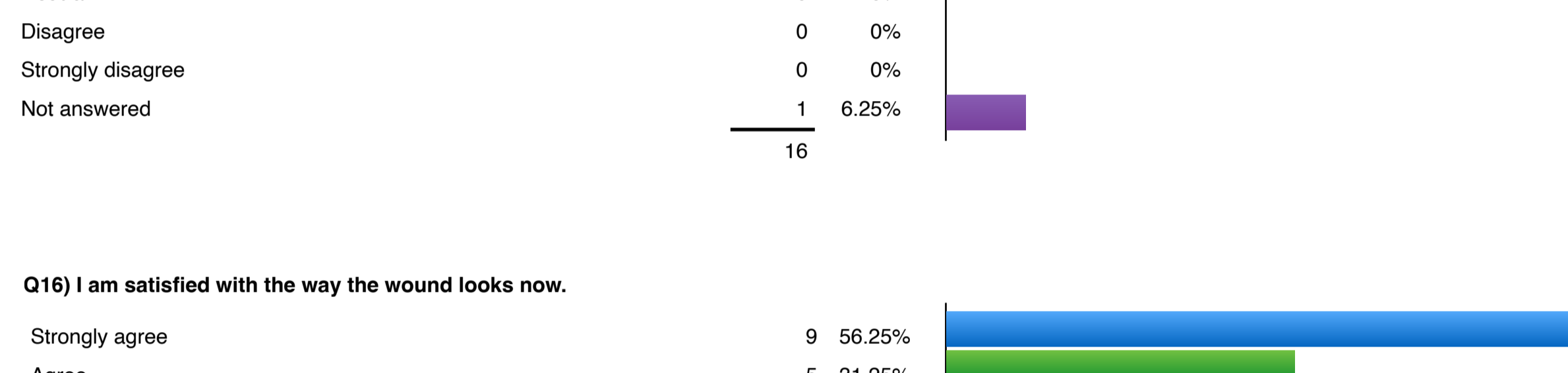
Q11) I experienced more pain than I expected during the operation.



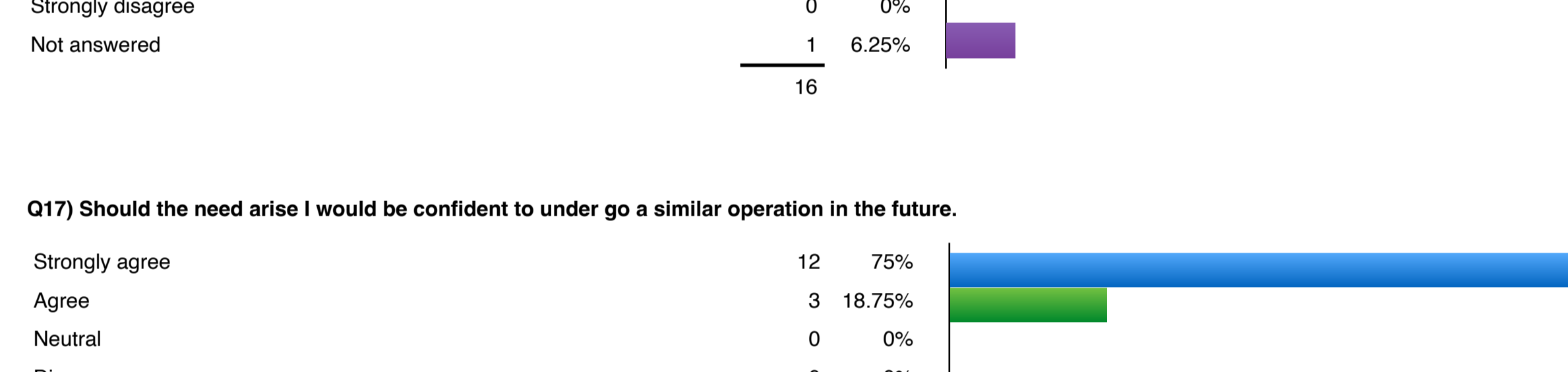
Q12) When I arrived for the operation I was not kept waiting very long to have it done.



Q13) I felt the doctor was rushed during my operation.

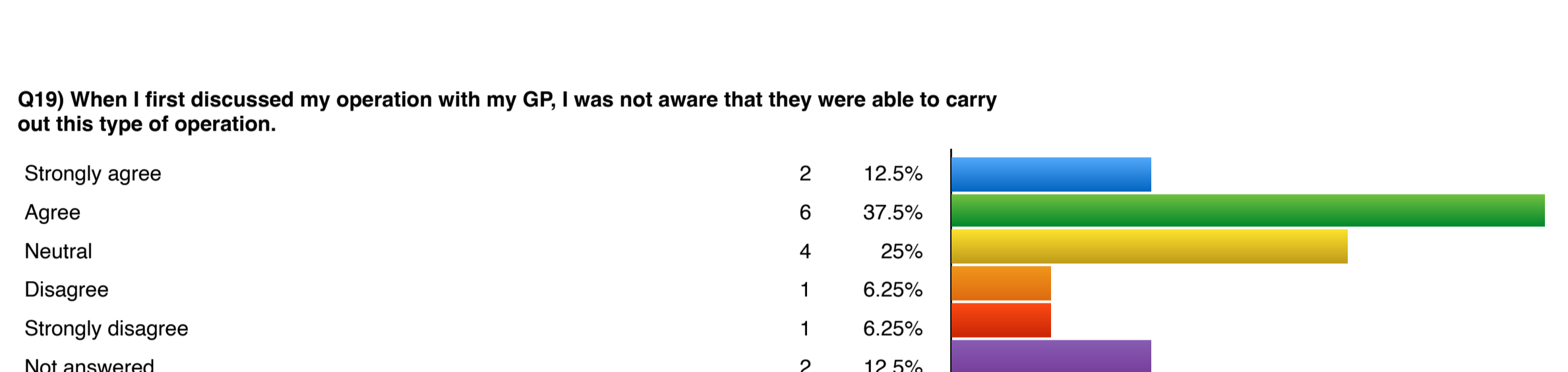


Q14) I felt I was treated with care and courtesy.

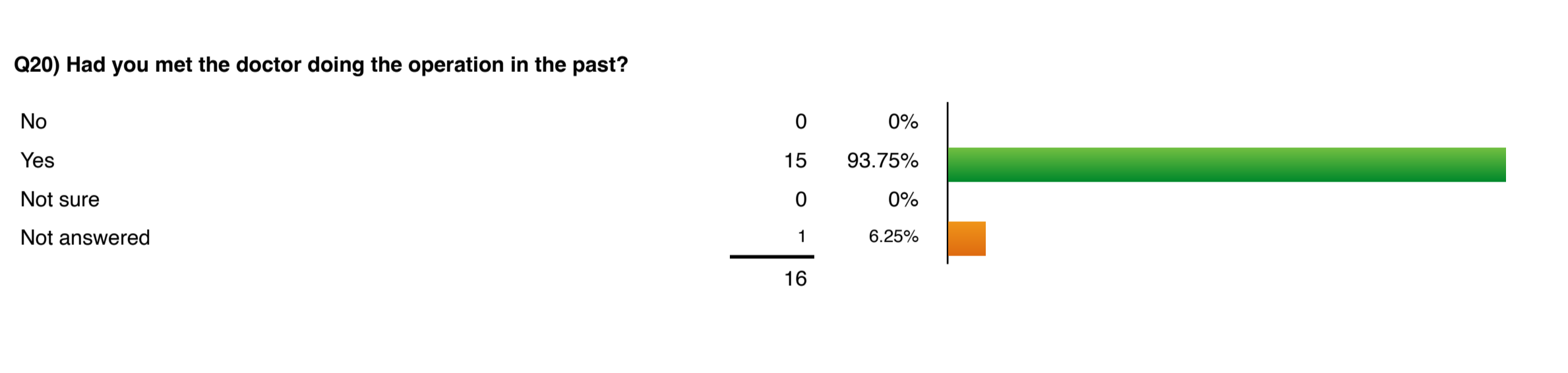


What happened after your minor surgery

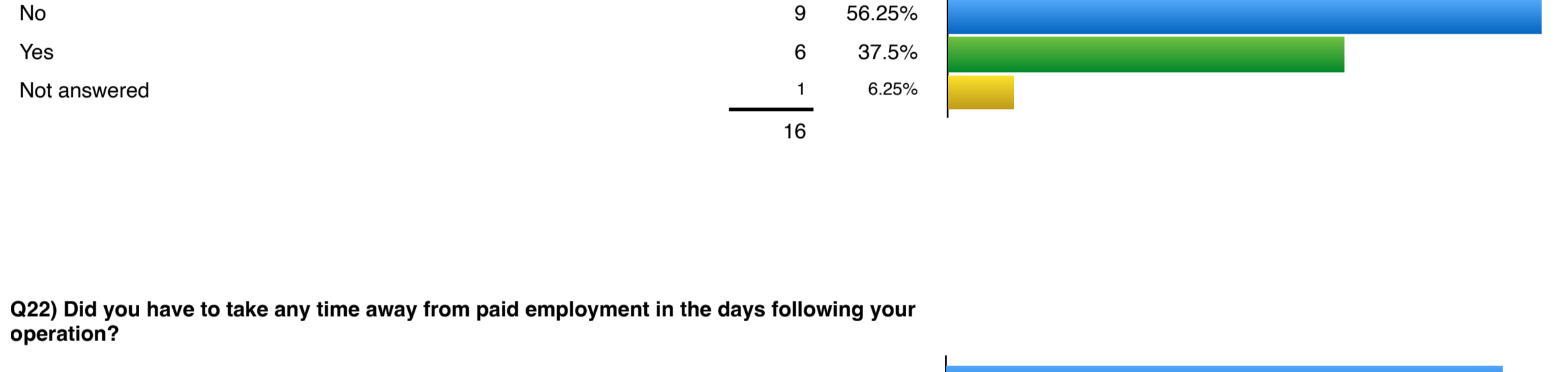
Q15) After my operation I was told what to do if I had any problem (for example bleeding or soreness)



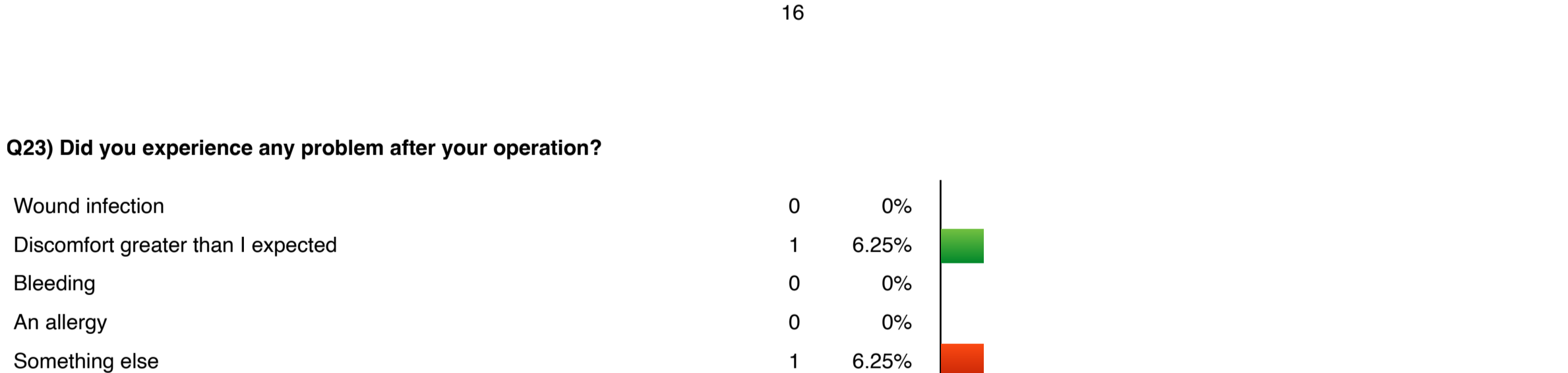
Q16) I am satisfied with the way the wound looks now.



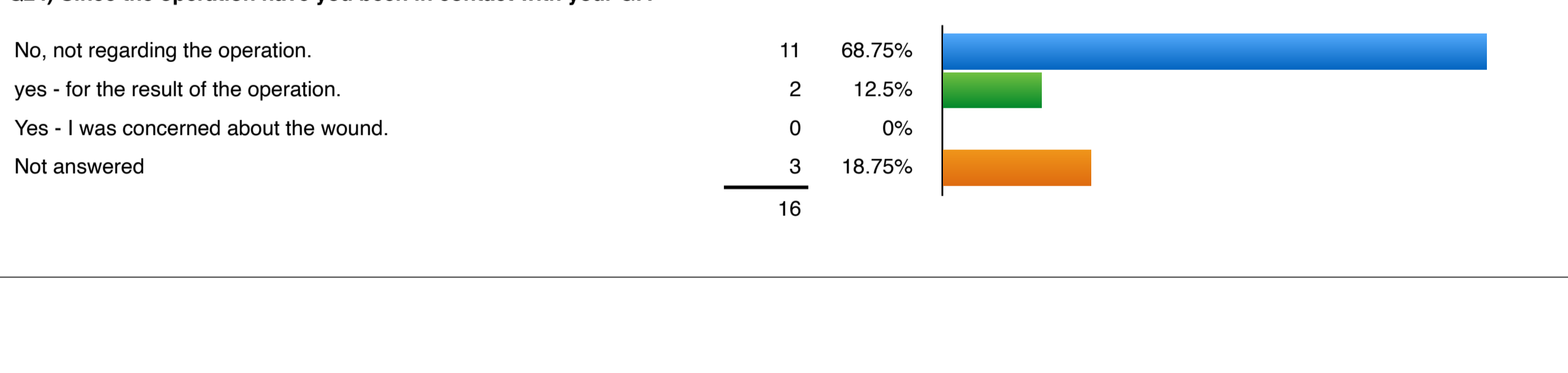
Q17) Should the need arise I would be confident to under go a similar operation in the future.



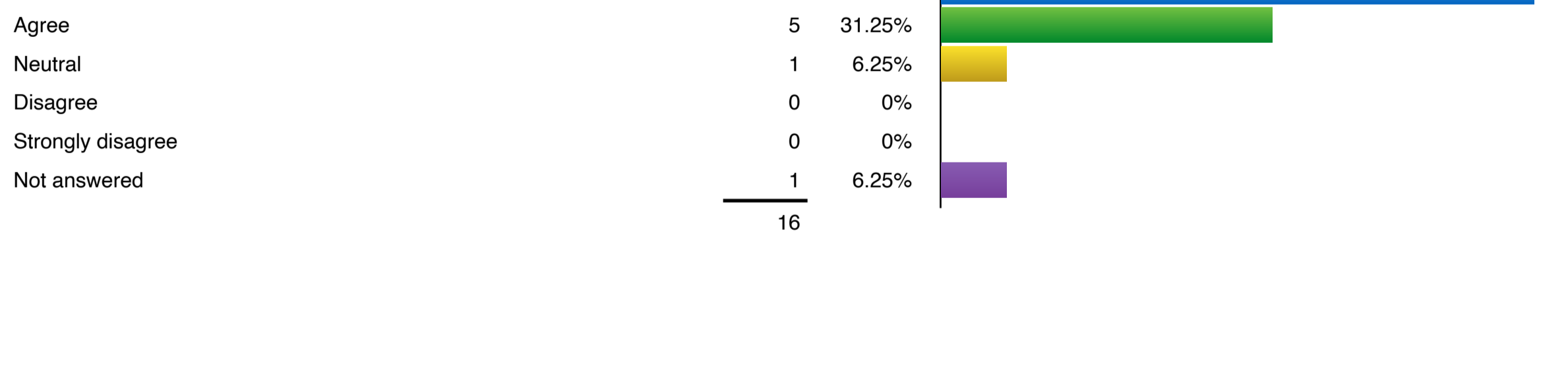
Q18) I think it is important that patients having an operation have met the doctor doing it in the past



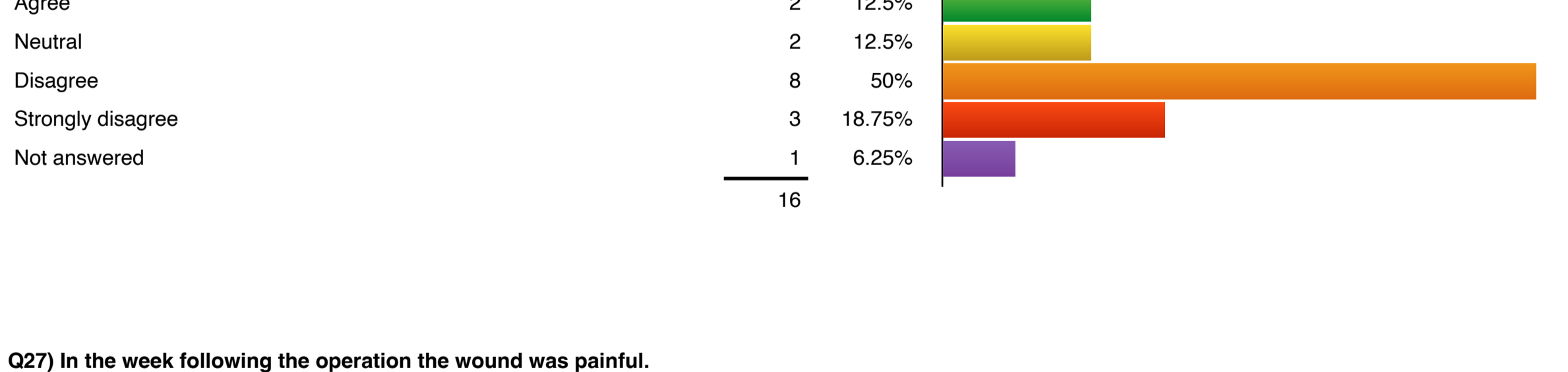
Q19) When I first discussed my operation with my GP, I was not aware that they were able to carry out this type of operation.



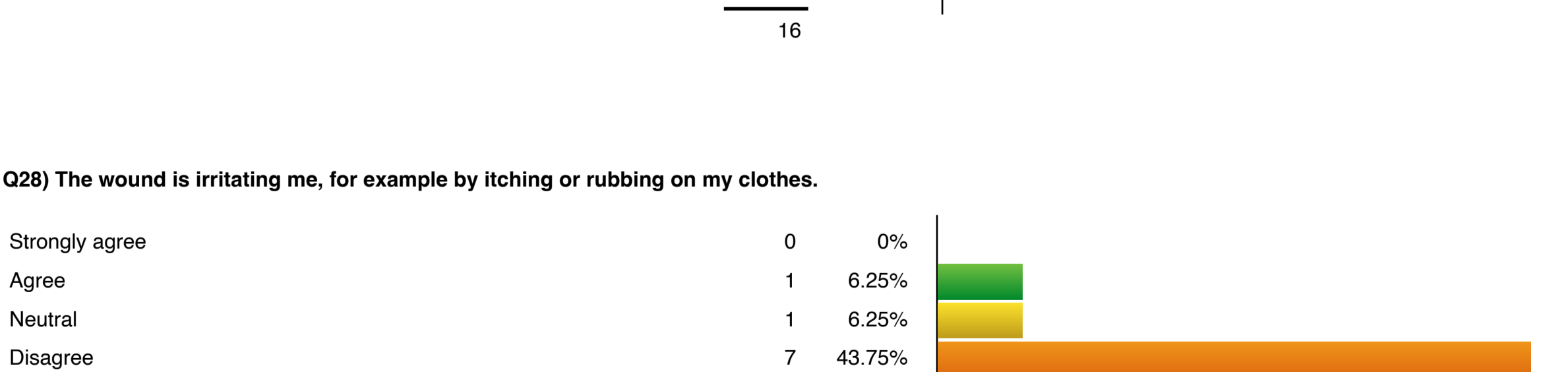
Q20) Had you met the doctor doing the operation in the past?



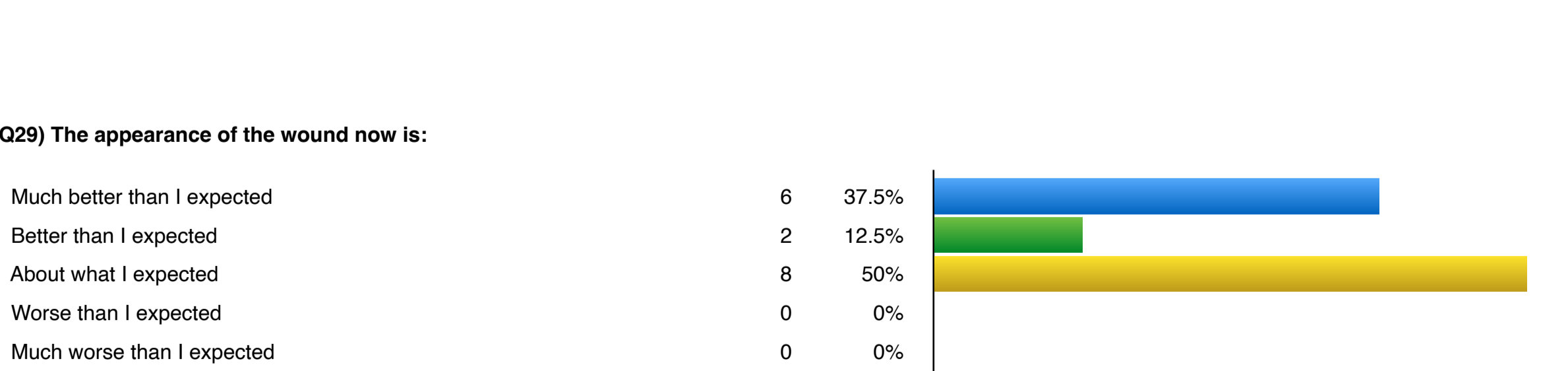
Q21) Did you have to take time away from paid employment in order to have your operation?



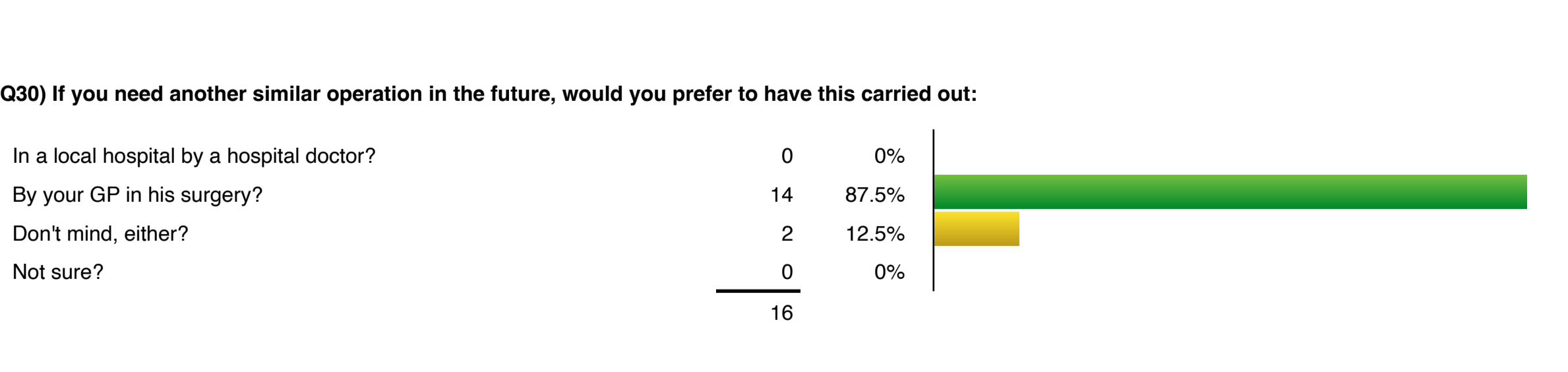
Q22) Did you have to take any time away from paid employment in the days following your operation?



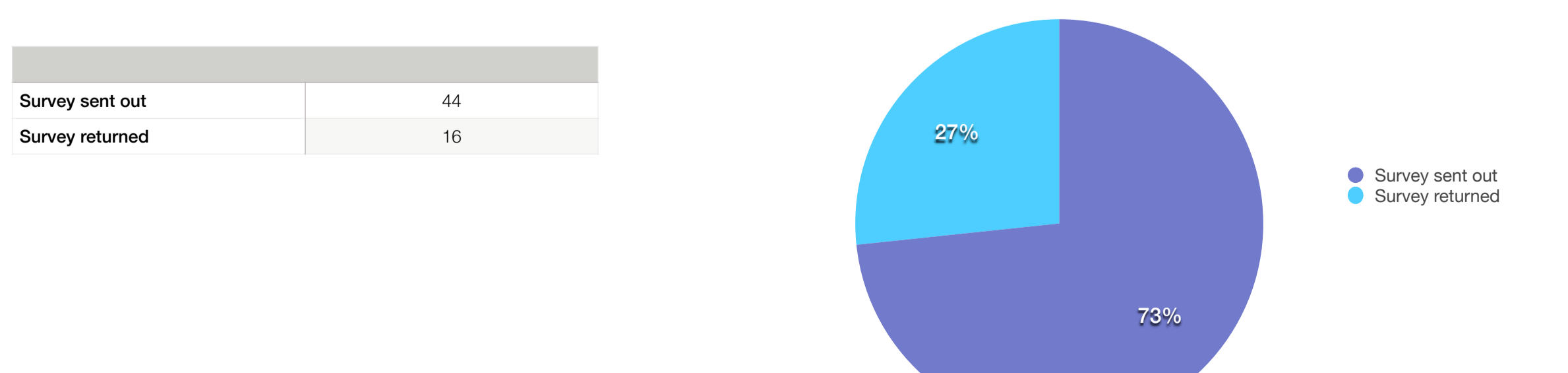
Q23) Did you experience any problem after your operation?



Q24) Since the operation have you been in contact with your GP.



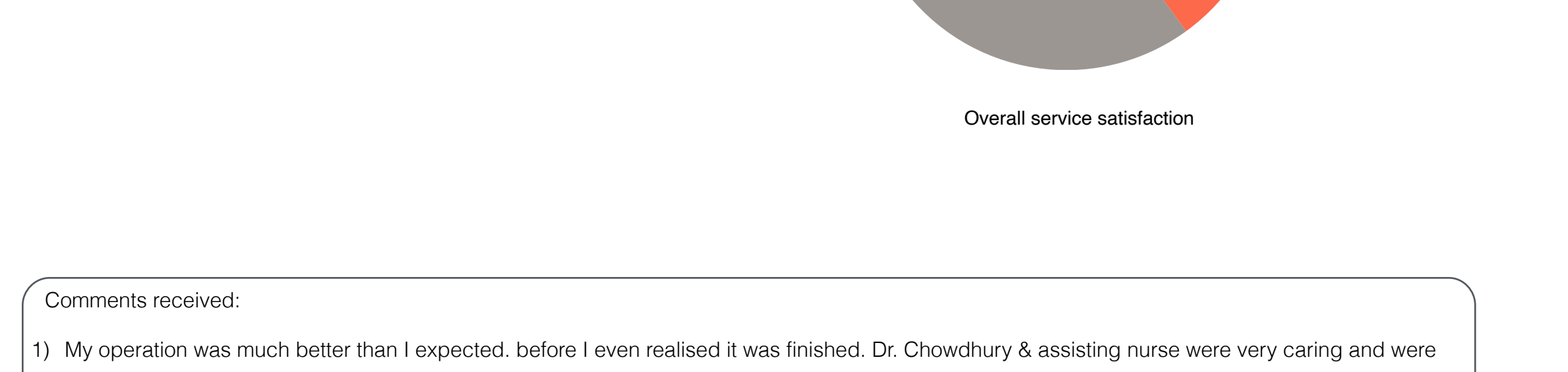
Q25) I am reassured that there is nothing serious to worry about.



Q26) I think my scar looks unsightly.



Q27) In the week following the operation the wound was painful.



Q28) The wound is irritating me, for example by itching or rubbing on my clothes.



Q29) The appearance of the wound now is:

Q30) If you need another similar operation in the future, would you prefer to have this carried out:

Overall service satisfaction

Survey sent out	44
Survey returned	16

Overall service satisfaction

Very poor	0
Poor	0
Fair	0
Good	0
Very good	6
Excellent	9

Comments received:

- My operation was much better than I expected. before I even realised it was finished. Dr. Chowdhury & assisting nurse were very caring and were explaining me at each step.
- Wonderful service, experienced doctor.