Stepping Hill Squint Survey:
Qualitative Survey of parent/guardian experience

Dr Nyaish Mansoor-Ali, Ms Anna Maino
Stepping Hill Hospital, Stockport, UK

NHS Stockport NHS Foundation Trust

Introduction

To explore the perception and experience of parents/guardians whose children underwent squint surgery at Stepping Hill Hospital, Stockport to ultimately enhance the service for improved future experiences.

Method

Qualitative data was collected via online anonymous surveys from families whose children underwent squint surgery between February and July 2023. The focus was on key themes such as understanding healthcare roles, information resources, and delivery preferences.

Conclusion

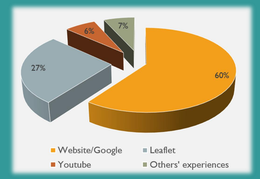
- Patients desire a comprehensive understanding of healthcare roles with emphasis on role clarification and involvement.
- Preference for more information before the first appointment was key, especially on squint causes and post-op recovery, suggests a need for improved pre-appointment resources.
- Participants favoured Consultants for delivering information on surgery.
- Despite today's digital era, the importance of tangible resources was still highly valued.
- Overall, positive satisfaction was reported at all stages, with effective communication cited as a key factor.

Results

15 responses obtained

Clinic appointment prior to surgery → **Surgery day itself** → **Post-op clinic appointment**

Two-thirds of parents/guardians did their own research before the first appointment, via:



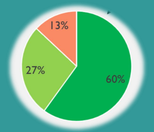
What did people want to know about the most?

- Squint causes < MOST COMMON
- Healthcare roles: what, skillset, when involved, responsibilities
- Squint surgery recovery times < MOST COMMON
- Rough timeframe/outline of patient journey
- General treatment options
- Treatment success rates
- Restrictions after surgery
- Details about recovery after surgery < MOST COMMON
- Things to look out for after surgery (red flags)

When it comes to information on the condition, people are happy for any doctor. But for information on *surgery*, most people would prefer the Consultant to deliver information

After verbal explanations, more people preferred information about squints and roles via a leaflet rather than online information – tangible resources are still highly valued and trusted

OVERALL SATISFACTION PRE-OP:



100% surveyed received information on the day of surgery (citing sources from the surgeons, anaesthetist and nursing team)

All but 1 parent/guardian was present at the time of induction. The one who wasn't chose this personally.
85% rated this experience very positively (rest somewhat positive or neutral)

100% surveyed were happy with the method of delivery of information

All but 1 parent/guardian said they saw the anaesthetist on the day, 100% who did, had a positive experience with them

Real parent/guardian comments:

"Anaesthetist was amazing with my daughter pretending the medicine was cereal and milk so she was completely relaxed"

"I like the fact that the surgeon took time to talk to us before the operation"

"The children activities team were lovely and my little boy really appreciated their care and time"

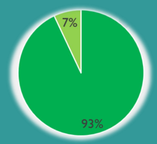
"The teddy bear patch was such a lovely element of our experience"







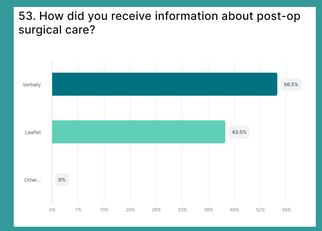
OVERALL SATISFACTION SURGERY DAY:



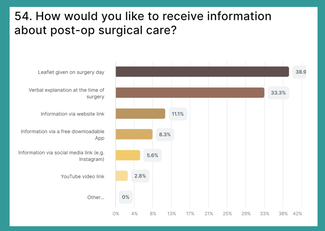
20% surveyed had to chase up their appointment and did this by either:
- Calling number provided
- Sending a letter/email

All but 1 surveyed felt they had enough contact information to get in touch with any post-op problems

53. How did you receive information about post-op surgical care?



54. How would you like to receive information about post-op surgical care?



^ More people would prefer to receive post-op care info in the form of a leaflet – reflects that it may be difficult to take in this information verbally

General suggestions for improvement

- Better waiting times for the operation
- Better estimate of overall timescales
- More pre-appointment resources so more aware of what to ask during the appointment
- More prep for anaesthetic induction for parents with no experience of it
- Some way to ask questions after the surgery but before the post-op appointment

OVERALL SATISFACTION POST-OP

