



Sandwell and  
West Birmingham  
Clinical Commissioning Group

# **Minor Surgery Listening Exercise Engagement Feedback**

**Kally Judge  
Commissioning Engagement Manager  
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## **1. Background**

NHS Sandwell and West Birmingham Clinical Commissioning Group (SWB CCG) are responsible for commissioning (buying) local health services on behalf of the SWB CCG population. They are a membership organisation consisting of 81 practices with 103 sites and are responsible for 575,684 registered patients across the Sandwell and West Birmingham area.

The CCG commission a number of health care services, one of these services is Minor Surgery with a local organisation who provides community based healthcare services on behalf of the NHS to our organisation as well as other NHS organisations.

This contract is coming to the end of its term and earlier this year the service was reviewed and evaluated by the Commissioners and after careful consideration by the Strategic Commissioning and Redesign Committee (SCR) it was agreed that this service would no longer be commissioned for a number of reasons as stated below;

- The way the service was commissioned does not form part of a joined up patient journey
- The CCG could no longer financially sustain this service in the interests of protecting the public purse and using every pound wisely
- To support Primary Care Networks to build on primary care services and enable greater provision of personalised, coordinated and more joined up health and social care for our patients

This has presented an opportunity for SWB CCG to hold a listening exercise to seek views and experiences by engaging with patients, their carers, their communities, general practice and members of the public to help shape Minor Surgery services in the future.

Earlier this year the NHS Long Term Plan (LTP) was launched and this is a new NHS 10 year plan to improve the quality of patient care and health outcomes.

The CCG is supporting this plan by setting up Primary Care Networks to build on primary care services and enable greater provision of personalised, coordinated and more joined up health and social care for our patients, which means health care services will be commissioned in a different way in the future.

## **2. Introduction**

A Communications and Engagement Plan was developed to ensure that patients, their carers, their communities, general practice and members of the public were effectively informed and involved in sharing their views and experiences on Minor Surgery to help shape services in the future.

In order to support this a range of activities were undertaken in accordance with the following objectives:

- Seeking views on Minor Surgery
- Learning of experiences of Minor Surgery
- Understanding what excellent Minor Surgery should look like
- Understanding what is currently not working well in Minor Surgery
- Understanding how the CCG puts things right in Minor Surgery

Please see **Appendix 1** to view a copy of the Communications and Engagement Plan.

### **3. Engagement Approach and Methodology**

3.1 A four week listening exercise was launched on Monday 3<sup>rd</sup> June 2019 and closed on Friday 28<sup>th</sup> June 2019.

The approach to engagement was through a variety of methods including;

- Mailings by Post and Electronic
- Public meetings x 3
- Presentations
- Online survey
- Off line survey in paper format with a freepost envelope
- CCG Website
- CCG Twitter
- CCG Facebook

#### **3.2 Materials**

A suite of core documents were developed to support engagement activities including;

- A stakeholder letter informing our stakeholders of the listening exercise
- An information booklet containing a survey with an accompanying freepost envelope to ensure that no cost was incurred to the respondent for completion of the survey
- A presentation to support our listening exercise at public and stakeholder meetings

### 3.2.1 Activities undertaken

A detailed list of all Communications and Engagement activities can be viewed in the Communications and Engagement Plan. In summary, these activities have included:

### 3.2.2 Communications and Digital Activities

A questionnaire was developed on a survey monkey link and made available on the SWB CCG website. This survey monkey link was also featured on the stakeholder letters to promote the listening exercise.

Information on the engagement exercise was published on the SWB CCG website including a headline and introduction featured on the Get Involved page under “Current Consultation and Engagement” with a link to the questionnaire: <https://sandwellandwestbhamccg.nhs.uk/consultations>

Information on the listening exercise was featured on the following:

#### Websites:

- SWB CCG x 41 hits
- Health Watch Sandwell x hits (unknown)
- Health Watch Birmingham x hits (unknown)
- Sandwell Council of Voluntary Organisations (SCVO) x hits (unknown)
- Birmingham Voluntary Organisations (BVSC) x hits (unknown)

#### Twitter:

- SWB CCG
  - Tweets x 36
  - Retweets for Minor Surgery x 7
  - Seen by x 732 people
  - Impressions x 537

#### Facebook

- SWB CCG
  - Posted x 24
  - Likes x 4
  - Potential Reach/Views 320
  - Shares x (unknown)

Regular internal communications and reminders were sent through existing channels to CCG Staff as well as Member Practices consisting of clinical and non-clinical staff in Primary Care.

### 3.2.3 Postal/electronic mailings and distributions of letters/survey booklets/posters

A potential reach of at least **8841**, that we know of was calculated, as broken down in the table below:

Reach	Audience and distribution format
197	<p><u>SWB CCG Patient Engagement Membership</u></p> <p>A stakeholder letter was posted to the SWB CCG Patient Engagement Membership, which included an invitation to the 3 dedicated public meetings including the survey link.</p> <p>This gave recipients of this communication the option of requesting a paper copy survey through the Engagement Team.</p>
932	<p><u>Nicks News</u></p> <p>Articles were featured in Nicks News, a weekly communication which is emailed to SWB CCG member practices promoting the listening exercise. Articles featured throughout the period of the listening exercise inviting General Practice to take part.</p> <p>In addition to this posters were also shared through this audience asking them to display the posters in their waiting rooms so that patients and staff were aware of the listening exercise.</p>
293	<p><u>Alice News</u></p> <p>Articles were featured in Alice's News, a weekly communication which is emailed to SWB CCG staff promoting the listening exercise. Articles featured throughout the period of the listening exercise inviting Staff to take part in the listening exercise especially as some staff may well be registered patients of SWB CCG.</p>
2,400	<p><u>Sandwell Council Voluntary Organisation (SCVO)</u></p> <p>Information was shared through SCVO, a weekly e-bulletin, to promote the listening exercise through their networks. Articles featured throughout the period of the listening exercise inviting the Voluntary Sector to take part in the listening exercise.</p>
5000	<p><u>Birmingham Voluntary Sector Council (BVSC)</u></p> <p>Information was shared through BVSC, a weekly e-bulletin, to promote the listening exercise through their networks. Articles featured throughout the period of the listening exercise inviting the Voluntary Sector to take part.</p>

19	<p><u>Elected Members of Ladywood and Perry Barr Wards</u></p> <p>Following attendance at Birmingham Overview and Scrutiny Committee (OSC) the Committee had requested that the listening exercise be promoted to elected members. This enabled a further engagement opportunity to promote this listening exercise to their constituents and to also give them the option if they wished the Engagement Team to attend their ward meetings particularly as this covered the West Birmingham patch that the CCG commissions on behalf of.</p>
<b>8841</b>	<b>TOTAL Mailing and Electronic Engagement</b>

### 3.2.4 Engagement activities and reach (events/meetings attended)

- Number of events/meetings attended x 7
- Approximate attendees at event x 78  
(as broken down into below table)

<b>Events/meeting attended</b>	<b>Attendees</b>
High Influence Stakeholders x 2 <ul style="list-style-type: none"> <li>○ Sandwell Overview and Scrutiny Committee (OSC)</li> <li>○ Birmingham Overview and Scrutiny Committee (OSC)</li> </ul>	12 13
Patient/carer and public groups x 1 <ul style="list-style-type: none"> <li>○ Ladywood and Perry Barr Health and Care Forum</li> </ul>	11
Dedicated Public Meetings x 3 <ul style="list-style-type: none"> <li>○ Public Meeting 1 (04.06.19)</li> <li>○ Public Meeting 2 (25.06.19)</li> <li>○ Public Meeting 3 (27.06.19)</li> </ul>	13 6 9
Clinical Leads x 1 <ul style="list-style-type: none"> <li>○ Clinical Reference Group</li> </ul>	14
<b>TOTAL Face to Face Engagement</b>	<b>78</b>

#### 4. Survey Findings and Participant Responses

Overall 16 surveys were completed.

6 participants completed the survey online, while the remaining 10 participants completed and returned the hard copy survey either by hand or freepost to us.

##### Q1. Breakdown of respondents by stakeholder group

Participants were asked to select all that applied to the answer choices that best described their relationship to this engagement topic. The majority of participants, 93% were patients registered to a SWB CCG practice as indicated in the table below.

Please note from here on, all questions are displayed in the tables below, answer choices selected by participants, responses by %, responses by no, how many participants answered the question and how many participants skipped the question.

Answers Choices	Responses by %	Responses by No
A patient registered to a SWB CCG practice	93	14
A patient not registered to a SWC CCG practice	0	0
A carer for a patient registered to a SWB CCG practice	0	0
A carer for a patient not registered to a SWB CCG practice	6.5	1
A GP/Staff Member of GP practice	6.5	1
A Health Care Provider	6.5	1
Local Authority	0	0
Voluntary Sector	13	2
Other	0	0
	Answered	15
	Skipped	1

##### Q5. Are you completing this for yourself or a person you are caring for?

Participants were asked to select one of the answer choices that best described who they were completing the questionnaire for. The majority of participants, 93% were completing the questionnaire for themselves as indicated in the table below:

Answer Choices	Responses by %	Responses by No
For Me	93.33	14
For the Person I am Caring For	6.67	1
	Answered	15
	Skipped	1

**Q6. Have you or the person you are caring for had Minor Surgery?**

Participants were asked to select one of the answer choices that gave an indication of if they or the person that they cared for had Minor Surgery. More than half of the participants, 64% selected the choice as indicated in the table:

<b>Answer Choices</b>	<b>Responses by %</b>	<b>Responses by No</b>
Yes (please go to question 7)	64	9
No (please go to question 19)	36	5
	Answered	14
	Skipped	2

**Q7. When did you or the person you are caring for have Minor Surgery?**

Participants were asked to select one of the answer choices either for themselves or the person they were caring for. Half the participants, 50% selected the choice as indicated in the table below:

<b>Answer Choices</b>	<b>Responses by %</b>	<b>Responses by No</b>
0-1 year	50	6
2-3 years	25	3
3-4 years	17	2
4+ years ago	8	1
	Answered	12
	Skipped	4

**Q8. Was the appointment offered at a convenient date and time for you/the person you are caring for?**

Participants were asked to select one of the answer choices either for themselves or the person they were caring for. The majority of participants, 81% selected the choice as indicated in the table below:

<b>Answer Choices</b>	<b>Responses by %</b>	<b>Responses by No</b>
Yes	82	9
No	18	2
	Answered	11
	Skipped	5

**Q9. If no, what was the reason that that the appointment time was not convenient for you/the person you are caring for (please state below).**

If participants had selected in Question 8 that the appointment time was convenient to them or the person they were caring for, they were asked to state the reason using free text as listed below”

*“Too early 8.30am, OAP, too far way, 3 buses, rush hour. Did not know venue, reception no help.”*

*“No choice given.”*

**Q10. Did you/the person you are caring for be offered a choice of venue where you could have the Minor Surgery?**

Participants were asked to select one of the answer choices either for themselves or the person they were caring for. Less than half of participants, 40% were given a choice of where they could have the Minor Surgery as indicated in the table below:

<b>Answer Choices</b>	<b>Responses by %</b>	<b>Responses by No</b>
Yes	40	4
No	60	6
	Answered	10
	Skipped	6

**Q11. Did you/the person you are caring for receive any information before the Minor Surgery?**

Participants were asked to select one of the answer choices either for themselves or the person they were caring for when asked if they received any information before their Minor Surgery. More than half of the participants, 64% were given information before their Minor Surgery as indicated in the table below:

<b>Answer Choices</b>	<b>Responses by %</b>	<b>Responses by No</b>
Yes (please go to question 12)	64	7
No (please go to question 13)	36	4
	Answered	11
	Skipped	5

**Q12. If yes, did you/the person you are caring for find this information useful?**

If participants had answered yes to Question 11 for themselves or the person they were caring for they were asked to respond to this question. Whilst 16 participants had completed the survey, 50% of these had skipped the question and the remaining

50% but one participant had found the information useful as indicated in the table below:

<b>Answer Choices</b>	<b>Responses by %</b>	<b>Responses by No</b>
Yes	87.50	7
No	12.50	1
	Answered	8
	Skipped	8

**Q13. If no, would you/ the person you are caring for have found this information useful?**

If participants had answered no to Question 11 for themselves or the person they were caring for they were asked to respond to this question. For the majority of participants that had not received any information, 83% they had selected that they would have found it useful to receive information before the Minor Surgery as indicated below:

<b>Answer Choices</b>	<b>Responses by %</b>	<b>Responses by No</b>
Yes	83	5
No	17	1
	Answered	6
	Skipped	10

**Q14. Did you/the person you are caring for receive any information after Minor Surgery on how to look after yourself following your procedure?**

Participants were asked to select one of the answer choices either for themselves or the person they were caring for. More than half of the participants, 70% had received information following a minor procedure as indicated in the table below:

<b>Answer Choices</b>	<b>Responses by %</b>	<b>Responses by No</b>
Yes	70	7
No	30	3
	Answered	10
	Skipped	6

**Q15. How would you/the person you are caring for rate your experience of Minor Surgery?**

Participants were asked to select one of the answers choices either for themselves or the person they were caring for. More than half the participants who responded to

the question, 63.63% had rated their experience above good, selecting either very good or excellent as indicated in the table below:

<b>Answers Choices</b>	<b>Responses by %</b>	<b>Responses by No</b>
Poor	18.18	2
Satisfactory	18.18	2
Good	0	0
Very Good	36.36	4
Excellent	27.27	3
	Answered	11
	Skipped	5

**Q16. Can you please give details of the reasons for your response/the person you are caring for here?**

Participants were invited to use free text in response to Question 15, and 10 participants gave a response which can be viewed in Appendix 4.

The responses received were mixed:

Positive; comments, *a Sunday morning appointment was convenient*, a follow up consultation was undertaken over the telephone, saving time in comparison to a face to face appointment.

Negative; *a long wait, rude receptionist.*

**Q17. What went well for you/the person you are caring for when receiving Minor Surgery?**

Participants were invited to use free text, 50% of participants answered this question which can be viewed in Appendix 4.

The responses received were:

Positive; flexibility in getting appointment due to work commitments, attended to quickly, treated well and kept informed, did not wait too long.

**Q18. What did not go so well for you/the person you are caring for when receiving Minor Surgery?**

Participants were invited to use free text and their responses can be viewed in Appendix 4.

The responses received were mostly:

Negative; waiting around from check in to procedure, surgery not open so had to wait outside in the rain, poor communication and explanation.

**Q19. What would you, the person you are caring for like to see in the future for Minor Surgery Services?**

Participants were invited to use free text and their responses can be viewed in Appendix 4.

The responses received in summary; to be offered choice of times and venues, better information and communication during care and post-surgery advice, a joined up process, more to be offered in the community.

**Q20. Do you/the person you are caring for have any other comments?**

Participants were invited to use free text and their responses can be viewed in Appendix 4.

The responses received in summary; for services to be easily accessible services local to where patients are.

**Q21. How did you/the person you are caring for find out about this Minor Surgery Listening Exercise?**

Participants were invited to select one of the answer choices either for themselves or the person they were caring for as indicated in the table below:

<b>Answer Choices</b>	<b>Responses by %</b>	<b>Responses by No</b>
Poster	0	0
Newspaper	0	0
Social Media	7.14	1
CCG Website	14.29	2
A friend of family member told me	7.14	1
Other (please specify)	71.43*	10
	Answered	14
	Skipped	2

\*As 71.43% (10) participants had selected other, this is broken down further below:

- Optician
- Email
- CCG post
- A doctor from City Hospital sent him
- At CCG meeting at the Handsworth Fire Station
- Sent by GP
- CCG
- Sandwell and West Birmingham Letter
- Information from the CCG
- Email from CCG

## **5. Engagement by Target Audience**

Overall we spoke to 78 people across 7 engagement activities. Activities included hosting or attending dedicated meetings.

Activities and the feedback collated have been summarised and grouped by audience.

Two Overview Scrutiny Committee (OSC) meetings were attended and supported by the SWB CCG Deputy Chief Officer for Strategic Commissioning and Redesign, the SWB CCG SCR Chair and the SWB CCG Engagement Lead.

A presentation was used to engage with Elected Members:

### **High Influence Stakeholders, Sandwell Overview and Scrutiny Committee**

Headline themes included:

- No of practices that carried out Minor Surgery
- Dr shortages affecting patients from getting Minor Surgery
- How many people attending and booked onto our dedicated public meetings
- No of surveys expected to be received in relation to this listening exercise
- Current provider continuing to provide Minor Surgery until a new service is procured to ensure that there is no gap in provision for patients

### **High Influence Stakeholders, Birmingham Overview and Scrutiny Committee**

Headline themes included:

- No of single handed GP practices left in the locality (relating to West Birmingham practices, namely Ladywood and Perry Barr wards)
- Why the contract with the existing provider will be terminated
- Where and how the engagement of this listening exercise has been promoted
- How the diverse population can have their say on this listening exercise
- Sharing of engagement materials with Councillors for the Ladywood and Perry Barr wards
- Super practices
- Benefits to patients for the new commissioned service
- Emerging themes from the first public meeting which had taken place
- Integrated Care Systems
- Self Care
- Attending a future meeting to share engagement report and findings
- Current provider commissioning themselves within the Primary Care Networks (PCNs) that are being formed
- SWB CCG PCNs geographical locations and spread
- Current Minor Surgery Options for patients

- Further travel for patients
- Promotion of location sites and different community understanding

One Clinical Reference Group was attended to make Primary Care aware of the Listening Exercise and how they could take part in it through a verbal update.

### **SWB CCG Clinical Reference Group at SWB CCG**

Headline themes included:

- PCNS may want to provide minor surgery and this should be considered as the CCG explores alternative provision
- PCNs wishing to provide minor surgery require adequate indemnity cover
- 19 practices did not sign up to the Minor Surgery GP Direct Enhanced Service (DES) during 2018/19
- Concerns that some services are not covered by the Minor Surgery DES
- Future provision needs to ensure the same level of access for all, not increase waiting times, should be available and ensure access to good quality services.

### **Patients their representatives and the general public**

Three dedicated public meetings were held to engage with patients, their carers, their communities, general practice and members of the public to help shape Minor Surgery services in the future. These meetings were held in different locations to be representative of the population that CCG commissions on behalf of.

These meetings were supported by the SWB CCG Deputy Chief Officer for Strategic Commissioning and Redesign, the SWB CCG Secondary Care Specialist and representative of the SCR and CCG Governing Body and the SWB CCG Engagement Lead.

A presentation was used; surveys were also available on the day to support these meetings.

Headlines themes included:

- Current contract end date
- Patients wanted to know why current contract is ending
- Why contract required with another provider when it can be provided by GPs
- Enough time for new provider to mobilise service
- Monitoring of quality at Doctors practices for Minor Surgery
- Skills and Qualifications of GPs carrying out Minor Surgery in practice
- GPs to move about to different locations rather than patients having to travel to other locations
- Knowing where to go for Minor Surgery
- Qualified providers
- Screening and follow up for benign results

- What specimen required for suspected cancers
- How the CCG pays the current provider
- Who carries out Minor Surgery

The three public meetings held had the added benefit of attendees taking part in a facilitated workshop to answer three main questions as listed below:

### **What does excellent Minor Surgery look like?**

- To receive a high quality service from trained and competent health care professionals, complaint with legislation, quality assurance of environment, audits to be undertaken of procedures and for the treatment to work
- Parking and Transport; transport links, patient transport and parking
- Patient Circumstances; carer commitments, being sensitive to health needs i.e. diabetes and time of day appointment offered, age of patient to travel to venues and using their bus pass
- Venues; to be given a choice of venues and information on where those are located and how to get to them i.e transport links and maps of location
- Patient Choice; to be offered a choice of where you can have your minor surgery such as your local GP surgery or close to your home and which provider you can choose from
- Accessibility of venue; near to good transport links, venue DDA complaint, have a lift, to be at a safe secure setting
- Appointments; to be given a choice of times and flexibility such as evenings and weekends
- Patient Communication and Information; patients to receive information before the appointment in relation to the procedure either for themselves or the person they are caring for and have all the necessary tests and assessment. An explanation as to what is about to happen or be undertaken during the procedure. Information to be given as to how to look after yourself following the procedure through an information leaflet especially if recovery does not go to plan after the procedure and who to contact for advice and help.
- Referrals and Waiting Times; to be seen quicker especially if in pain or otherwise be seen within a month.
- Follow Ups; especially for removal of lumps, bumps and specimens being tested

### **What is not working so well now?**

- Communication; with the provider and patient, follow up results
- Parking and Transport; transport links, patient transport and parking
- Confidentiality
- Waiting times if in pain
- Lack of information
- Who or Where Health Harmonie Are

### **How do we put it right?**

- Would travel to another venue such as 1 or 2 bus rides away, or within my PCN
- Happy to have local GP carry out Minor Surgery as long as not too far to travel
- Clear information before and during procedure
- Would prefer a quicker service rather than local service

## **6. Conclusion**

Reflecting on all feedback received it can be concluded the following points should be considered when commissioning Minor Surgery in the future as that is what is important to our patients to receive excellent Minor Surgery for them and the persons that they care for:

### Venues

To be given a choice of venues and information on where those are located and how to get to them i.e transport links and maps of location

### Appointments

To be given a choice of times and flexibility such as evenings and weekends

### Communication and Information

Patients to receive information before the appointment in relation to the procedure either for themselves or the person they are caring for. An explanation as to what is about to happen or be undertaken during the procedure. Information to be given as to how to look after yourself following the procedure.

### Waiting Times

To be seen quicker especially if in pain.

### Quality Service

To receive a high quality service from trained and competent health care professionals.

## **8. Recommendation**

Commissioners to consider the engagement feedback and how this can help shape future Minor Surgery for our population.

To share this report with SWB CCG's SCR as supporting evidence to any future business cases, service specifications and feeding into the decision making process on commissioning and procurement of future Minor Surgery.

SCR to note the contents of this report and approve this so that it can be published on the SWB CCG website, shared with participants and stakeholders who have taken part in this listening exercise to close the engagement loop.

# Appendices

## Minor Surgery

### Communication & Engagement Action Plan

Minor Surgery service was first commissioned in 2016 for a contract of 3 years duration with a 2 year extension. The service is delivered by Health Harmonie Ltd. The service was commissioned so that there was an equity of provision for minor surgery services across Sandwell and West Birmingham, which historically there were two separate minor surgery services with a different type of service. This Minor Surgery service includes one off procedures using outpatient facilities on the following conditions:

- Carpal Tunnel Syndrome Release
- Excision of ganglions of foot, hand and wrist
- Excision of large painful lipomas, tender sebaceous cysts leading to repeat infection and large/painful infected/irritating warts
- Incision and curettage of meibomian cysts
- Wedge resection or Zadek's procedure for painful in-growing toe nails
- Trigger Finger Release
- Non scalpel vasectomy following pre-operative counselling

The provider also provide services which are commissioned under the Minor Surgery DES on behalf of practices that are not signed up to the DES, where this is clinically appropriate.

This contract is coming to the end of its term and earlier this year the service was reviewed and evaluated by the Commissioners and after careful consideration by the Strategic Commissioning and Redesign Committee (SCR) it was agreed that this service would no longer be commissioned for a number of reasons as stated below;

- The way the service was commissioned does not form part of a joined up patient journey
- The CCG could no longer financially sustain this service in the interests of protecting the public purse and using every pound wisely
- To support Primary Care Networks to build on primary care services and enable greater provision of personalised, coordinated and more joined up health and social care for our patients

This has presented an opportunity for SWB CCG to hold a listening exercise to seek views and experiences by engaging with patients, their carers, their communities, general practice and members of the public to help shape Minor Surgery services in the future.

Earlier this year the NHS Long Term Plan (LTP) was launched and this is a new NHS 10 year plan to improve the quality of patient care and health outcomes.

The CCG is supporting this plan by setting up Primary Care Networks to build on primary care services and enable greater provision of personalised, coordinated and more joined up health and social care for our patients, which means health care services will be commissioned in a different way in the future.

The Communications and Engagement plan will include:

- Patient and Public Engagement meetings
- Information and Survey Listening Exercise Booklet
- An online survey
- An offline survey
- Presentation
- Website article/content
- Social media schedule
- Website article/content
- Communications for General Practice
- Engagement with partners Overview and Scrutiny Committees, Health Watch and the Voluntary Sector

<b>Activities</b>	<b>Dates</b>	<b>Stakeholder/ Audience</b>	<b>Method</b>	<b>Lead / who's involved</b>
Public Meeting No 1	04.06.19	Public, Patient/Service Users of SWB CCG	Presentation Qs and As Questionnaire Facilitated Workshop	Angela Poulton (AP) Dr Karl Grindulis (KG) Kally Judge (KJ) Phil Lydon (PL)
Public Meeting No 2	25.06.19	Public, Patient/Service Users of SWB CCG	Presentation Qs and As Questionnaire Facilitated Workshop	(AP) (KG) (KJ)
Public Meeting No 3	27.06.19	Public, Patient/Service Users of SWB CCG	Presentation Qs and As Questionnaire Facilitated Workshop	(AP) (KG) (PL)
Ladywood and Perry Health and Care Forum	11.06.19	Public, Patients/Service Users for SWB CCG	Presentation Questionnaire	(KJ)

Sandwell Overview and Scrutiny Committee (OSC)	17.06.19	Elected Members	Presentation Qs and As	Dr Ian Sykes (IS) (AP) (KJ)
Birmingham Overview and Scrutiny Committee (OSC)	18.06.19	Elected Members	Presentation Qs and As	(IS) (AP) (KJ)
Clinical Reference Group	23.05.19	Clinical Leads	Verbal Update	(KJ)
Nicks News	24.05.19 31.05.19 07.06.19 14.06.19 21.06.19 28.06.19	General Practice Staff	Article Posters Questionnaire	Jack Linstead (JL) (KJ)
Alice's News	24.05.19 31.05.19 07.06.19 14.06.19 21.06.19 28.06.19	CCG Staff	Article Questionnaire	(JL) (KJ)
SWB CCG Website	03.06.19	Public, Patient/Service Users of SWB CCG	Article Questionnaire	(JL) (KJ)
SWB CCG Tweet Plan	03.06.19	Public, Patient/Service Users of SWB CCG	Tweets	(JL) (KJ)
Sandwell Health Watch Engagement	03.06.19	Health Watch Stakeholders	Article Questionnaire	(KJ)
Birmingham Health Watch Engagement	03.06.19	Health Watch Stakeholders	Article Questionnaire	(KJ)

BVSC Voluntary Sector Engagement	03.06.19	Voluntary Sector Stakeholders	Article Questionnaire	(KJ)
SCVO Voluntary Sector Engagement	03.06.19	Voluntary Sector Stakeholders	Article Questionnaire	(KJ)

### Timing Plan

Below is an approximate timing plan to give guidance on when actions need to be completed in order to carry out effective engagement for the Minor Surgery Listening Exercise.

Activities	w/c 20.05.19	w/c 27.05.19	w/c 03.06.19	w/c 10.06.19	w/c 17.06.19	w/c 24.06.19
Public Meetings x 3 Public, Patient/Service Users of SWB CCG			X			X
Ladywood and Perry Barr Health and Care Forum				X		
Clinical Leads Engagement	X					
Nicks News General Practice Engagement		X	X	X	X	X
Alice News Staff Engagement			X	X	X	X
Sandwell OSC Elected Members Engagement					X	
Birmingham OSC Elected Members Engagement					X	
Sandwell Health Watch Engagement			X			
Birmingham Health Watch Engagement			X			
BVSC Voluntary Sector Engagement			X			

SCVO Voluntary Sector Engagement			x			
SWB CCG Website			x	x	x	x
SWB CCG Twitter			x	x	x	x

**Outcomes:**

Patient insights into what excellent Minor Surgery looks like, what the issues are now and how do we fix them

GPs are aware of when Health Harmonie (HH) will stop receiving referrals for Minor Surgery

GPs are aware of pathways and where to refer patients for Minor Surgery once HH contract ceases

Listening Exercise to influence any commissioning and procurement decisions for Minor Surgery use the “You said, We did” approach

Thursday 30<sup>th</sup> May 2019

Dear Colleague

**RE: Minor Surgery Listening Exercise**

We are NHS Sandwell and West Birmingham Clinical Commissioning Group (SWB CCG) and are responsible for commissioning (buying) local healthcare services on your behalf. We are a membership organisation consisting of 81 GP Practices and are responsible for 575,684 registered patients across the Sandwell and West Birmingham area.

As your local Clinical Commissioning Group, we have a responsibility under the Health and Social Care Act to inform and consult you on proposed changes and seek your views on how we shape future services.

We currently commission Minor Surgery from an organisation called Health Harmonie that provides community based healthcare services on behalf of the NHS. This contract will soon be coming to an end meaning that Health Harmonie will no longer provide minor surgery to our patients but you will still receive this from the majority of our GP practices and other healthcare providers.

Earlier this year the service was reviewed and evaluated by the Commissioner and after careful consideration the CCG agreed that this service would no longer be commissioned for a number of reasons;

- The way the service was commissioned does not form part of a joined up patient journey
- The CCG could no longer financially sustain this service in the interests of protecting the public purse and using every pound wisely
- To support Primary Care Networks to build on primary care services and enable greater provision of personalised, coordinated and more joined up health and social care for our patients

This has presented an opportunity for SWB CCG to hold a listening exercise as we want to hear about your views and experiences for Minor Surgery Services.

The listening exercise will run from Monday 3<sup>rd</sup> June 2019 to Friday 28<sup>th</sup> June 2019 and you can get involved in a number of ways:

Attend one of our public meetings as listed below;

- Tuesday 4<sup>th</sup> June 2019, 2.00-5.00pm  
Handsworth Fire Station, Rookery Rd, Birmingham B21 9QU

- Tuesday 25<sup>th</sup> June 2019, 2.00-5.00pm  
Portway Lifestyle Centre, Newbury Lane, Oldbury B69 1HE
- Thursday 27<sup>th</sup> June 2019, 6.00-9.00pm  
YMCA 38 Carter's Green, West Bromwich B70 9LG
- Complete our online survey at  
<https://www.surveymonkey.co.uk/r/SWBMinorSurgery>
- Complete a paper copy survey and requesting this by using the number below please
- Alternatively complete the survey in the listening exercise booklet and return it to

RTHG-KAKC-RTBZ  
Engagement (Freepost)  
Sandwell and West Birmingham Clinical Commissioning Group  
Kingston House  
438 High Street  
West Bromwich  
B70 9LD

We look forward to hearing your views, if you require any further information please contact our Engagement Team on 0121 612 1447 or email [swbccg.engagement@nhs.net](mailto:swbccg.engagement@nhs.net)

Yours sincerely



**Dr Karl Grindulis MB ChB FRCP**  
**Secondary Care Specialist for Service Redesign Committee and Governing Body**  
**Sandwell and West Birmingham Clinical Commissioning Group**



**Sandwell and  
West Birmingham**  
Clinical Commissioning Group



# Minor Surgery Listening Exercise



for Sandwell and West Birmingham  
Clinical Commissioning Group



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## About Us

We are NHS Sandwell and West Birmingham Clinical Commissioning Group (SWB CCG) and are responsible for commissioning (buying) local healthcare services on your behalf. We are a membership organisation consisting of 81 GP Practices and are responsible for 575, 684 registered patients across the Sandwell and West Birmingham area.

As your local Clinical Commissioning Group we have a responsibility under the Health and Social Care Act to inform and consult you on proposed changes and seek your views on how we shape future services.

Earlier this year the NHS *Long Term Plan* was launched and this is a new NHS 10 year plan to improve the quality of patient care and health outcomes.

*We are supporting this plan by setting up Primary Care Networks to build on primary care services and enable greater provision of personalised, coordinated and more joined up health and social care for our patients.*

## About this Listening Exercise

We currently commission Minor Surgery from a company called Health Harmonie, an organisation that provides community based healthcare services on behalf of the NHS.

As the contract is coming to the end of its term, a thorough review and evaluation has been undertaken by the CCG and after careful consideration it has been agreed that this service will no longer be commissioned for a number of reasons:

- The way the service was commissioned does not form part of a joined up patient journey
- The CCG could no longer financially sustain this service in the interests of protecting the public purse and using every pound wisely
- To support Primary Care Networks to build on primary care services and enable greater provision of personalised, coordinated and more joined up health and social care for our patients

This has presented an opportunity to hear your views and experiences regarding Minor Surgery through a listening exercise.

To compliment what is already available we now want to ask patients, their carers, their communities, general practice and members of the public about what Minor Surgery services should look like in the future.

It is important that we commission (buy on your behalf) Minor Surgery services for our patients that:

- Offer choice and flexibility to take into account personal circumstances such as work, study and caring commitments
- Offer a seamless patient journey

- Are fit for purpose
- Offer value for money

### **What is Minor Surgery?**

Minor Surgery is an invasive operative procedure, involving incisions (surgical cut to the skin or flesh) or excisions (removal or cutting out tissue). These surgical procedures can be carried out by GPs in their practice and other healthcare providers. Patients who have had minor surgery in primary care settings report high levels of patient satisfaction. Furthermore, providing this surgery outside hospital and close to where people live is also highly cost-effective. Some minor procedures require a local anaesthetic which numbs the affected area so that you do not feel any pain when this is performed and can include procedures such as:

- Injections in your joints, muscles and tendons
- Removal of minor lumps and bumps, skin tags, cysts, moles and ingrown toenails

### **What are the Current Arrangements for Minor Surgery?**

Minor Surgery is currently provided by Health Harmonie, some GP Surgeries and the local hospitals.

### **Where do Health Harmonie currently provide Minor Surgery from?**

Health Harmonie provide this from:

**Hill Top Medical Centre** 15 Hill Top Road, Oldbury, Warley, B68 9DU  
(General Surgery)

**Swanpool Medical Centre**, St Mark's Rd, Tipton DY4 0SZ  
(General Surgery)

**Great Barr Medical Centre**, 379 Queslett Road, Great Barr, B43 7HB  
(General & Orthopaedic Surgery)

**Soho Road Health Centre**, 247-251 Soho Rd, Birmingham B21 9RY  
(Orthopaedic Surgery)

**Summerfield Health Centre**, Winson Green Road, Birmingham, West Midlands,  
B18 7AL (Orthopaedic Surgery)

### **What do the Changes mean For Me?**

The changes mean that Health Harmonie will no longer provide Minor Surgery from the above five locations.

You will still continue to access and receive Minor Surgery from a wide range of GP locations and other healthcare settings.

Most of our GP Surgeries provide minor surgery under an arrangement known as a Direct Enhanced Service (DES).

## Ways to get involved

There are a number of ways you can get involved in our listening exercise;

- Attend one of our events in the area as listed below;
  - **Tuesday 4<sup>th</sup> June 2019**, 2.00-5.00pm  
Handsworth Fire Station, Rookery Rd, Birmingham B21 9QU
  - **Tuesday 25<sup>th</sup> June 2019**, 2.00-5.00pm  
Portway Lifestyle Centre, Newbury Lane, Oldbury B69 1HE
  - **Thursday 27<sup>th</sup> June 2019**, 6.00-9.00pm  
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RTHG-KAKC-RTBZ  
Engagement (Freepost)  
Sandwell and West Birmingham Clinical Commissioning Group  
Kingston House  
438 High Street  
West Bromwich  
B70 9LD

## Further Information

For more information contact our Engagement Team on 0121 612 1447 or email  
[swbccg.engagement@nhs.net](mailto:swbccg.engagement@nhs.net)

## Survey

NHS Sandwell and West Birmingham Clinical Commissioning Group (CCG) is responsible for commissioning (buying) healthcare services for our local population. We want to hear your views and experiences of Minor Surgery so that we can understand:

- What does an excellent Minor Surgery service look like?
- What is not working so well now?
- How do we put it right?

Please let us know your views and experiences by taking the time to complete the survey.

The listening exercise will run from Monday 3<sup>rd</sup> June 2019 to Friday 28<sup>th</sup> June 2019.

### **Section One**

#### **Q1. How would you describe yourself (tick all that apply)**

A patient registered to a SWB CCG practice

Please tell us the name of your practice here

---

A patient not registered to a SWB CCG practice

A carer for a patient registered to a SWB CCG practice

Please tell us the name of the practice here

---

A carer for a patient not registered to a SWB CCG practice

A GP/Staff Member of GP Practice

A Health Care Provider

Local Authority

Voluntary Sector

Other

Please tell us the name of your organisation here

---

**Section Two**

**Q2. Are you completing this for yourself or a person you are caring for?**

- For Me
- For the Person I am Caring For

**Q3. Have you or the person you are caring for had Minor Surgery?**

- Yes (please go to question 4)
- No (please go to question 13)

**Q4. When did you or the person you are caring for have Minor Surgery?**

- 0-1 year
- 2-3 years
- 3-4 year
- 4+ years ago

**Q5. Was the appointment offered at a convenient date and time for you/ the person you are caring for?**

- Yes
- No (please go to 5a)

**Q5a. What was the reason that the appointment time was not convenient for you/the person you are caring for (please state below)**

.....  
.....

**Q6. Did you/the person you are caring for be offered a choice of venue where you could have the Minor Surgery?**

- Yes
- No

**Q7. Did you/the person you are caring for receive any information before the Minor Surgery?**

- Yes (please go to 7a)
- No (please go to 7b)

**Q7a. Did you/the person you are caring for find this information useful?**

- Yes
- No

**Q7b. Would you/the person you are caring for have found this information useful?**

- Yes
- No

**Q8. Did you/the person you are caring for receive any information after Minor Surgery on how to look after yourself following your procedure?**

- Yes
- No

**Q9. How would you/the person you are caring for rate your experience of Minor Surgery?**

- Poor
- Satisfactory
- Good
- Very Good
- Excellent

**Q10. Can you please give details of the reasons for your response/the person you are caring for here?**

.....  
.....

**Q11. What went well for you/the person you are caring for when receiving Minor Surgery?**

.....  
.....

**Q12. What did not go so well for you/the person you caring for when receiving Minor Surgery?**

.....  
.....

**Q13. What would you/the person you are caring for like to see in the future for Minor Surgery Services?**

.....  
.....

**Q14. Do you/the person you are caring for have any other comments?**

.....  
.....  
.....  
.....

**Q15. How did you/the person you are caring for find out about this Minor Surgery Listening Exercise?**

- Poster
- Newspaper
- Social Media
- CCG Website
- A friend or family member told me
- Other

Please state here



## Equalities monitoring

We recognise and actively promote the benefits of diversity and we are committed to treating everyone with dignity and respect regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex (gender) or sexual orientation. To ensure that our services are designed for the population we serve, we would like you to complete the short monitoring section below. The information provided will only be used for the purpose it has been collected for and will not be passed on to any third parties.

**Q16. What are the first four letters of your/the person you are caring for postcode, please specify below:**

---

**Q17. What gender are you/the person you are caring for?**

- Male
- Female
- Transgender
- Prefer not to say

**Q18. What is your age/the person you are caring for?**

- 16-24
- 25-34
- 35-59
- 60-74
- 75+

**Q19. What is your ethnic group/the person you are caring for?**

- Arab
- Asian or Asian British
- Black or Black British
- Chinese

- Gypsy/Romany/Irish traveller
- Mixed dual heritage
- White or White British
- Prefer not to say
- Other (please specific)

**Q20. Do you look after, or give any help or support to family members, friends, neighbours or others. Please note this is not referring to the person you care for if you have specified carer or if you are completing this survey on behalf of someone else**

- Long-term physical or mental-ill-health/disability
- Problems related to old age
- No
- Prefer not to say
- Other (please specify)

**Q21. Are your day-to-day activities limited because of a health condition or illness which has lasted, or is expected to last, at least 12 months? (Please select all that apply)**

- Yes limited a lot
- Yes limited a little
- No

**Q22. What is your/the person you are caring for sexual orientation?**

- Bisexual
- Heterosexual/straight
- Gay
- Lesbian
- Prefer not to say
- Other please specify

**Q23. What is your/the person you are caring for status?**

- Single
- Never married or partnered
- Living as a couple
- Married/civil partnership co-habiting
- Not living as a couple
- Married (but not living with husband/wife/civil partner)
- Separated (still married or in a civil partnership) divorced/dissolved civil partnership)
- Widowed/surviving partner/civil partner
- Prefer not to say
- Other please specify

**Q24. What is your/the person you caring for religion and belief?**

- No religion
- Baha
- Buddhist
- Christian (including Church of England, Catholic, Protestant and all other Christian denominations)
- Hindu
- Jain
- Jewish
- Muslim
- Sikh
- Prefer not to say
- Other

## **What happens next?**

Thank you for completing the Minor Surgery Survey, we really appreciate your time.

The Engagement Team will listen to your views at the public meetings, analyse the surveys that you have completed, a report will be developed and presented to the Strategic Commissioning and Redesign (SCR) Committee at the CCG. Our findings will help inform any Minor Surgery services that we buy on behalf of our patients in the future.

A copy of this report will be available shortly, if you would like to view this, it will be available on our website <https://sandwellandwestbhamccg.nhs.uk/public-engagement> or by contacting the Engagement Team on 0121 612 1447 or email [swbccg.engagement@nhs.net](mailto:swbccg.engagement@nhs.net)



If you have any queries or would like to provide feedback via post, email or telephone, please contact:

Sandwell and West Birmingham CCG  
Kingston House  
West Bromwich  
B70 9LD

Email: [swbccg.engagement@nhs.net](mailto:swbccg.engagement@nhs.net)  
Tel: 0121 612 1447



**healthcare**  
without boundaries

# Have your say on

## Minor Surgery And Non Obstetric Ultrasound Services (NOUS)

**We will be holding a listening exercise from Monday 3<sup>rd</sup> June 2019 to Friday 28<sup>th</sup> June 2019 and will be holding a number of public meetings as listed below;**

**Tuesday 4<sup>th</sup> June 2019, 2.00-5.00pm**  
Handsworth Fire Station, Rookery Rd, Birmingham B21 9QU

**Tuesday 25<sup>th</sup> June 2019, 2.00-5.00pm**  
Portway Lifestyle Centre, Newbury Lane, Oldbury B69 1HE

**Thursday 27<sup>th</sup> June 2019, 6.00-9.00pm**  
YMCA 38 Carter's Green, West Bromwich B70 9LG



### Demographic Data

Participants were given the option to answer the following questions for equality and diversity monitoring purposes.

#### Q23. What gender are you/the person you are caring for?

Participants were given the option to answer for themselves or the person they were caring for by selecting the choices as indicated in the table below:

Answer Choices	Response by %	Response by No
Male	40	6
Female	60	9
Transgender	0	0
Prefer not to say	0	0
	Answered	15
	Skipped	1

#### Q24. What is your age/the person you are caring for?

Participants were given the option to answer for themselves or the person they were caring for by selecting the choices as indicated in the table below:

Answer Choices	Response by %	Response by No
16-24	0	0
25-34	0	0
35-59	25	4
60-74	19	3
75+	56	9
	Answered	16

#### Q25. What is your ethnic group/the person you caring for?

Participants were given the option to answer for themselves or the person they were caring for by selecting the choices as indicated in the table below:

Answer Choices	Responses by %	Response by No
Arab	0	0
Asian or Asian British	0	0
Black or Black British	13	2
Chinese	0	0
Gypsy/Romany/Irish Traveller	0	0
Mixed dual heritage	0	0

White or White British	80	12
Prefer not to say	7	0
Other	0	0
	Answered	15
	Skipped	0

**Q26. Do you look after, or give any help or support to family members, friends, neighbours or others? Please note this is not referring to the person you care for if you have specified carer or if you are completing this survey on behalf of someone else.**

Participants were given the option to answer for themselves or the person they were caring for and selected the choice as indicated in the table below:

<b>Answer Choices</b>	<b>Responses by %</b>	<b>Responses by No</b>
Long term physical or mental ill health/disability	26.67	4
Problems related to old age	6.67	1
No	60	9
Prefer not to say	0	0
Other (please specify)	6.67	1
	Answered	15
	Skipped	1

**Q27. Are your day to day activities limited because of a health condition or illness which has lasted, or is expected to last, at least 12 months? (please select all that apply)**

Participants were given the option to answer for themselves or the person they were caring for and selected the choice as indicated in the table below:

<b>Answer Choices</b>	<b>Responses by %</b>	<b>Responses by No</b>
Yes limited a lot	7	1
Yes limited a little	33	5
No	60	9
	Answered	15
	Skipped	1

**Q28. What is your/the person you are caring for sexual orientation?**

Participants were given the option to answer for themselves or the person they were caring for and selected the choice as indicated in the table below:

<b>Answer Choices</b>	<b>Responses by %</b>	<b>Responses by No</b>
Bisexual	0	0
Heterosexual/straight	85	11
Gay	0	0
Lesbian	0	0
Prefer not to say	15	2
Other (please specify)	0	0
	Answered	13
	Skipped	3

**Q29. What is your/the person you are caring for status?**

Participants were given the option to answer for themselves or the person they were caring for and selected the choice as indicated in the table below:

<b>Answer Choices</b>	<b>Responses by %</b>	<b>Responses by No</b>
Single	7	1
Never married or partnered	0	0
Living as a couple	21	3
Married/civil partnership co-habiting	57	8
Not living as a couple	0	0
Separated (still married or in a civil partnership) divorced/dissolved civil partnership)	7	1
Widowed/surviving partner/civil partner	7	1
Prefer not to say	0	0
Other (please specify)	0	0
	Answered	14
	Skipped	2

**Q30. What is your/the person you care caring for religion and belief?**

Participants were given the option to answer for themselves or the person they were caring for and selected the choice as indicated in the table below:

<b>Answer Choices</b>	<b>Response by %</b>	<b>Responses by No</b>
No religion	20	3
Baha	0	0
Buddhist	0	0
Christian	73	0
Hindu	0	0

Jain	0	0
Jewish	0	0
Muslim	0	0
Sikh	0	0
Prefer not to say	7	1
Other (please specify)	0	0
	Answered	15
	Skipped	1

**All free text responses to questions**

Paste as appropriate

**Q16. Can you please give details of the reasons for your response/the person you are caring for here?**

Participants were invited to use free text in response to Question 15, and 10 participants gave a response as stated below:

*“The service was swift, but there was a long waiting time during the day.”*

*“Everything went well, staff, venue.”*

*“I am caring for my husband. It was so convenient on a Sunday morning. We did not have to fight any traffic, or wait in a hospital.”*

*“Not kept waiting, clinician explained what he was doing or about to do as it went along.”*

*“Good treatment, but dreadful receptionist. No help, would not get me a taxi.”*

*“It was as expected.”*

*“He felt there was no aftercare advice, the Surgeon was rough and ‘rude’ and advised patient to see own GP if any problems.”*

*“Prefer not to say.”*

*“Received excellent respect and care throughout.”*

*“I had problematic cyst removed from my leg, it was uneventful, consultation and treatment were done in 2 visits, follow-up was over the phone, which saved us both time as face to face appointment was not necessary.”*

**Q17. What went well for you/the person you are caring for when receiving Minor Surgery?**

Participants were invited to use free text, 50% of participants answered this question and their responses are stated below:

*“Treated well, informed and kept informed.”*

*“Everything.”*

*“Quickness in getting attention”*

*“Everything went well, he was treated for hand surgery on a Sunday morning at Summer Hill, Smethwick.”*

*“Exalt surgery, no scar, no pain.”*

*“The timely service as I have to work full time.”*

*“Did not wait too long.”*

*“The time scale – really quick, brilliant surgeon and nice/clean environment.”*

**Q18. What did not go so well for you/the person you are caring for when receiving Minor Surgery?**

Participants were invited to use free text and their responses can be seen below:

*“Waiting around from check in to procedure.”*

*“N/A.”*

*“Surgery not open, had to wait in the rain, outside, staff dreadful.”*

*“Nothing.”*

*“Poor communication and explanation.”*

*“No complaints.”*

**Q19. What would you, the person you are caring for like to see in the future for Minor Surgery Services?**

Participants were invited to use free text and their responses can be seen below:

*“Joined up process.”*

*“Best services that we can receive.”*

*“The same service we received before.”*

*“At my surgery – 2 The Slieve or somewhere close.”*

*“Appointments not too far ahead, choice of times and venues.”*

*“More understanding of age, be able to go to my doctor.”*

*“More local venues.”*

*“Better information, communication, care and post-surgery advice.”*

*“Hope all minor surgery services will continue, it eases the hospital.”*

*“I am waiting minor surgery so far everything is ok, given information from pre op about surgery and post-surgery care.”*

*“For this service to be continued.”*

*“More of the same – community based care.”*

**Q20. Do you/the person you are caring for have any other comments?**

Participants were invited to use free text and their responses can be seen below:

*“No.”*

*“Doctors who like minor surgery and specialise, should float around all surgeries.  
They should come to us, not for us to undertake horrible journeys.”*

*“None.”*

*“Asking for better service.”*

*“Lots of people are not happy to attend hospital for some treatment.”*

*“As long as there is a good service which is easily accessible, I don't mind it not  
being based at my own surgery.”*