



**Have you, or someone you care for, had planned surgery in London within the three months? Or are currently on the waiting list?**

**Was the surgery related to any of the following specialties: Urology, Gynaecology, Ophthalmology, Orthopaedics, General Surgery or Ear, Nose and Throat (ENT)?**

**If you've answered 'Yes' to both the above, then we want to hear from you!**

### **Background: Fast-track surgical hubs**

During the COVID-19 pandemic the NHS in London quickly adapted to make sure that patient services were maintained. For surgery, a number of fast-track surgical hubs were created to boost the amount of planned surgery that could be carried out across London.

The hubs cover twenty-nine types of high-volume, planned operations – including cataract removal, hysterectomies and hip and knee replacements. **The aim is to reduce the number of patients waiting for surgery and to improve access and quality of care.**

By carrying out large numbers of the same procedure every day, NHS clinicians are able to ensure patients get the best possible results by streamlining processes and standardising care.

This new model is considered most suitable for low dependency patients – e.g. those who are fully mobile and have no unmanaged or serious conditions.

### **What is this project about?**

The Health Innovation Network is working with the NHS in London to review the fast-track surgical hubs. As part of this we are speaking to patients and staff, including those who are waiting for or who have recently received treatment.

We are looking to speak to **people who are on the waiting list for, or who have had planned surgery in the last three months, or who take care of an adult who has had, or is waiting for, planned surgery.** We are interested in hearing from those

where the surgery is related to any of the following specialties: **Urology, Gynaecology, Ophthalmology, Orthopaedics, General Surgery or Ear, Nose and Throat (ENT)** – please see the list on the next page for the details of the procedures we are particularly interested in.

We want to understand patients' experiences of receiving treatment by talking to them about their experiences of surgery, but also their experiences of care before and after surgery. By doing so, we hope to identify a number of solutions to improve patient experience at the hubs. This will help to ensure we are better able to deliver appropriate and effective services.

### What does taking part involve?

We would like to speak to you about your opinions on how NHS surgical services work now and how they might work in the future. This will involve:



**A telephone or video call lasting around 45 minutes** to find about your recent experiences of NHS surgical services.

You will be given a **£15 thank you payment for participating in an interview.**

**Participation is voluntary and you can withdraw at any time.** Choosing to participate (or not) will have no impact on the care you receive.

The feedback you share will help inform the NHS and shape the development of these services to improve experiences for patients in the future.

### How do I find out more?

**If you are interested in participating, or would like more information, please contact Camille Aznar on [Camille.aznar@nhs.net](mailto:Camille.aznar@nhs.net) or 07775548904 (hours Mon-Fri 10:00 – 16:00, outside this time please leave a voicemail).**

**An interpreter can be provided if required.**

*Please note that we are trying to speak to a diverse group of people, and therefore we may not be able to speak to everyone who expresses an interest in taking part.*

**Thank you for your time!**

SPECIALTY	PROCEDURE	COMMON NAME / DESCRIPTION
Ear, Nose & Throat (ENT)	Endo sinus surgery	Surgery for sinus problems
	Nasal airway surgery	Surgical removal of enlarged nasal issue inside the nose to improve airflow and sinus drainage
	Myringoplasty	Repairing perforation in the ear drum
	Tonsillectomy	Tonsils removed
General Surgery	Inguinal Hernia	Groin hernia
	Laparoscopic Cholecystectomy	Gall bladder removal
	Paraumbilical Hernia	Hernia around the tummy button tissue
Gynaecology	Operative laparoscopy	Using long tube-like camera (laparoscope) that is inserted in your abdomen to examine and / or treat womb, fallopian tubes and ovaries.
	Endometrial ablation	Procedure to remove a thin layer of tissue (endometrium) that lines the uterus.
	Hysteroscopy	Procedure to investigate the uterus in order to diagnose and treat causes of abnormal bleeding (using narrow telescope via the vagina)
	Laparoscopic hysterectomy (with or without removal of ovaries)	Surgical procedure, which involves removing the uterus and cervix using a keyhole (laparoscopic) technique and removing it through the vagina. Also to remove ovaries, fallopian tubes and may also remove pelvic lymph nodes (cancer).
	Vaginal hysterectomy (anterior/posterior vaginal wall repair)	Surgical removal of the womb.
Ophthalmology	Cataract surgery	Procedure to remove the lens of your eye and, in most cases, replace it with an artificial lens.
Orthopaedics (limbs, neck & radicular pain)	Anterior Cruciate Ligament (ACL) Reconstruction	Knee surgery to replace the main ligament (ACL) in the knee.
	Bunions	Surgery to repair the bony lumps at the side of the feet.
	Therapeutic Shoulder Arthroscopy for Rotator cuff repair OR Subacromial decompression pathway	Repair to the should tendons using a camera (arthroscope) to view the tendons and repair the tears.



	Total Hip Replacement	Replacement of hip bone and cartilage with prosthetic components.
	Total Knee Replacement	Replacement of knee bone and cartilage with prosthetic components.
	Uni Knee Replacement	Partial knee replacement - portion of the knee is resurfaced.
	Posterior Lumbar Decompression / Discectomy	Surgery to treat compressed nerves in the lower spine.
	One or Two Level Posterior Fusion surgery (PLF / TLIF / PLIF)	Surgical procedure that joins (fuses) two or more vertebrae in the back together into one solid bone.
	Lumbar Nerve Root Block/Epidural	Numbing of the nerve root that exist the spinal cord to help diagnose the cause of pain or try to relieve it.
	Lumbar Medial Branch Block/Facet Joint Injections	Injection of local anaesthetic into the space just outside the affected joint to reduce pain.
	One or Two Level Anterior Cervical Discectomy & Fusion/Disc Replacement (ACDF/CDR), Posterior Cervical Foraminotomy	Surgery to remove a damaged disc in the neck or to fusion surgery to place bone graft and / or implant. Posterior Cervical Foraminotomy is surgery performed from the back of the spin to remove degenerated bone segments.
<b>Urology</b>	Bladder outflow obstruction	Telescopic incision through the prostate and bladder outlet to widen the urinary channel with temporary insertion of a catheter for bladder drainage.
	Bladder tumour resection pathway (in cases of breakdown in cancer services)	Telescopic removal of a bladder tumour using heat diathermy.
	Cystoscopy plus (rigid cystoscopy, endoscopic lower urinary tract procedures)	Procedure using a hollow tube inserted into urethra to examine the lining of the bladder and the urethra.
	Minor peno-scrotal surgery	
	Ureteroscopy and stent management	Using a telescope passed along the urethra, to remove blockage and inserting (or removing) stent between the kidney and bladder.