

Have you, or someone you care for, had planned surgery in London within the last 2-3 years? 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, over 40 fast track surgical hubs were created to boost the amount of planned surgery that could be carried out across the region.

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.

The hubs are on existing hospital sites in COVID-19 secure environments, with staff caring only for surgical patients to minimise the risk of infection. By carrying out large numbers of the same procedure every day, NHS clinicians will be 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 – those who are fully mobile, able to comply with instructions and have no unmanaged or serious conditions.

What is this project about?

The Health Innovation Network and Imperial College Health Partners are 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 2-3 years, or who take care of an adult who has had, or is waiting for, planned surgery.** We are particularly 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).**

We want to understand if the recent changes to services could impact certain groups and create unequal care. By identifying these, we can then aim to find solutions. 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 up to 1.5 hours to find about your recent experiences of NHS surgical services and how you feel about potential changes to these services. This may be individually, or as part of a small group.

You will be given **£15 per hour (up to 2 hours) for participating in an interview as a thank you for your time.**

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 Sophie Lowry on Sophie.lowry2@nhs.net or 07585 992563

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!