

Patient Opinion

A new social enterprise for the NHS

www.patientopinion.org.uk

A website where patients can:

- See how previous patients with the same or similar conditions have experienced care at providers of choice
- Log their own experiences, keep their own diary and be sent email reminders
- Rank the care they have received and so create patient-generated reputations that will drive quality
- Send Thank You's to named members of staff

Patient Opinion is a social enterprise

- An independent, not-for-profit business where all surplus value will be returned to the NHS
- Covers NHS acute trusts and private sector providers
- Can also include mental health providers

Assists key policies

- Helps patients choose their hospital
- Increases the power of comments from patients by making them public on the web
- Delivers regular, department-level feedback and suggestions for service improvement
- Helps healthcare organisations deliver Healthcare Standards and provide evidence of their achievement
- Assists commissioners (including Practice Based Commissioners) in quality assuring services
- Provides a bank of users who can be consulted by postcode, speciality used etc about service improvement
- Turns patient feedback into improved services

***Patient Opinion is free, confidential
and covers all acute hospitals in England.***

Patient Opinion is for any comment about hospital care. We review all postings before we publish. We aim to turn patient feedback into better services by working with users, patient groups, commissioners and hospital staff.

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Story

A long wait for surgery

14 June 2006 , 18:33 PM

I was kept waiting unnecessarily most of the time at Manfield Day surgery unit. I should have been informed properly before I arrived that I had to wait three hours before surgery started.

I arrived for an 11am start and all I did was go through the paperwork and then had to wait until 17.15 pm before i was wheeled into surgery for something minor which lasted half an hour. My husband was not pleased at all.

But in general I thought the nurses were brilliant especially Helen, Rachel and Jo. I liked Jo's coffee and toast especially as I was fasting all day.

The registrar was excellent; in fact first class service. Her surgery skills were brilliant.

Contributed by [annie](#) about [Northampton General Hospital \(Acute \)](#) , [General Surgery](#)

Keywords : [day surgery](#) | [waiting](#)

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What are others saying?

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“ I had an operation for a prolapse in February at the procedure center at Hi...” ”

Dianne

“ My wife is currently in Chorley hospital and she complains that when she go...” ”

dryfly

“ I would like to give a huge thank you to mr spooner at Rotherham General. 3...” ”

eternally grateful

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Response from the organisation concerned

“ Thank you for taking the time to contact us with your experience in the Manfield Day surgery unit. The staff who work there are grateful for your favourable comments.

We looked at the comments you made regarding the waiting time for your operation and am pleased to inform you that following comments made to the staff regarding waiting times prior to surgery, the admission time for afternoon patients has now been altered to 12.30 for all but one consultant.

We are also about to change the admission information informing patients of the operating times and the fact that you may be operated on at any time in that period. At the present time it is not possible to let each patient know where they are on the operating list as this can be altered at any time up until the list starts. To ensure that valuable operating time is not wasted we need to ensure that all patients are available and ready at the beginning of the list.

Thank you for bringing these practices to our attention it is with this type of help that we hope to improve each patient's stay at the hospital. ”

21 August 2006 , 08:26 AM

Contributed by Northampton General Hospital NHS Trust