Children’s Heart Surgery Centres

1. Freeman’s Hospital
2. Leeds
3. Alder Hey Children's Hospital
4. University Hospitals Of Leicester NHS Trust
5. Birmingham Children's Hospital
6. Great Ormond Street Hospital
7. Royal Brompton
8. Guy's And St Thomas'
9. Oxford Radcliffe Hospital
10. University Hospitals Bristol
11. Southampton University Hospital

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Most agree with changes

- % Strongly agree
- % Tend to agree
- % Neither / nor
- % Strongly disagree
- % Tend to disagree
- Not stated
- I don’t understand the changes

**Changes**
- 31% Strongly agree
- 42% Tend to agree
- 6% Neither / nor
- 5% Strongly disagree
- 5% Tend to disagree
- 1% Neither / nor
- 1% I don’t understand the changes

**Need**
- 27% Strongly agree
- 38% Tend to agree
- 5% Neither / nor
- 6% Strongly disagree
- 5% Tend to disagree
- 1% Neither / nor
- 1% I don’t understand the changes
Good for clinical outcomes

- Very Positive: 48%
- Very negative = 2%
- Negative: 10%
- Neither/nor: 10%
- Don’t know/Not stated: 7%
Reasonable to travel

- Very reasonable: 23%
- Fairly reasonable: 49%
- Neither/nor: 9%
- Fairly unreasonable: 11%
- Very unreasonable: 7%
- Don't know/not stated: 2%

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Biggest problems

Top 5

- Overnight stay for parent: 67%
- Overnight stay for families: 50%
- Childcare: 35%
- Cost of travel: 32%
- Time off work: 29%

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Accommodation - biggest single problem

- No accommodation for parent overnight: 54%
- No accommodation for families overnight: 29%
## Priorities around surgery

<table>
<thead>
<tr>
<th>Priority</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>Survival and quality of life</td>
<td>9.7</td>
</tr>
<tr>
<td>Experienced team</td>
<td>9.5</td>
</tr>
<tr>
<td>Suitable accommodation</td>
<td>9.3</td>
</tr>
<tr>
<td>24 hour, 7 days a week surgical service</td>
<td>8.8</td>
</tr>
<tr>
<td>Facilities for mothers of newborn babies</td>
<td>8.3</td>
</tr>
<tr>
<td>Other specialists on hand</td>
<td>8.3</td>
</tr>
<tr>
<td>Environment suits child’s age</td>
<td>8.3</td>
</tr>
<tr>
<td>Surgical centre close to home</td>
<td>5.9</td>
</tr>
</tbody>
</table>

Ipsos MORI
## Priorities after surgery

<table>
<thead>
<tr>
<th>Priority</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>Surgical centres and local units share information and communicate well</td>
<td>9.3</td>
</tr>
<tr>
<td>For older children, centres work jointly with adult cardiologists to ease transition to adult services</td>
<td>9.0</td>
</tr>
<tr>
<td>Follow up care close to child’s home</td>
<td>8.4</td>
</tr>
<tr>
<td>Healthcare professional talks to child’s school</td>
<td>7.4</td>
</tr>
</tbody>
</table>
## Other important issues

<table>
<thead>
<tr>
<th>Issue</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Good links between local services/parents/children and centres</td>
<td>5</td>
</tr>
<tr>
<td>Support/counselling for family</td>
<td>3</td>
</tr>
<tr>
<td>Better sharing/receiving of information</td>
<td>3</td>
</tr>
<tr>
<td>Travel stress</td>
<td>3</td>
</tr>
<tr>
<td>Contact number for nurse support</td>
<td>3</td>
</tr>
<tr>
<td>Continuity of care</td>
<td>3</td>
</tr>
<tr>
<td>Accommodation affordable and close</td>
<td>2</td>
</tr>
<tr>
<td>Larger centres impersonal</td>
<td>2</td>
</tr>
<tr>
<td>Good aftercare</td>
<td>2</td>
</tr>
</tbody>
</table>

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Most parents/carers satisfied with care

How satisfied were you with the:

- **Treatment the child received at this centre**:
  - Very satisfied: 85%
  - Fairly satisfied: 12%
  - Fairly dissatisfied: 1%
  - Very dissatisfied: 1%
  - Neither / nor: 1%
  - Don't know/not stated: 1%

- **Way that the centre met the other needs of you and your family?**:
  - Very satisfied: 62%
  - Fairly satisfied: 30%
  - Fairly dissatisfied: 3%
  - Very dissatisfied: 1%
  - Neither / nor: 1%
  - Don't know/not stated: 1%

Base: All parents/carers (972)

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Discussion Groups
What a good service looks like

- Antenatal Screening
- Maternity
- Adult Services
- Social care
- Education
- Ongoing Cardiology Service
- Ongoing Cardiology Service
- Surgery
- Accommodation
- Experienced Surgical team
- 24/7 care
- Postnatal care
- Affordable for parents
- Multi-disciplinary specialist

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