Qualitative Response Thematic Analysis: Surgical Consent

Methods: explorative thematic analysis. Iterative approach. Methodology:

1. Familiarise with the data
2. Assign pre-liminary codes to data to describe content
3. Iteratively identify patterns and themes
4. Review and define themes
5. Produce report

# Demographics

Total responses = 50

Two responses excluded (1 as patient did not have surgery, 1 as patient had emergency operation and was consent form 4)

Included responses= 48

Female: 23

Male: 25



Operation type:

* Brain: 17
* Peripheral nerve: 4
* Spine: 20
* Did not respond: 7

Summary table

| **Characteristic** | **N = 48***1* |
| --- | --- |
| Sex |  |
| Female | 23 (48%) |
| Male | 25 (52%) |
| Age (years) | 54 (44, 72) |
| Operation type |  |
| Brain | 17 (41%) |
| Peripheral nerve | 4 (9.8%) |
| Spine | 20 (49%) |
| Unknown | 7 |
| Operation |  |
| ACDF | 1 (2.1%) |
| ACDF 2 level | 1 (2.1%) |
| Biopsy of cranial lesion | 2 (4.2%) |
| Brain biopsy | 1 (2.1%) |
| C7 spinal surgery | 1 (2.1%) |
| Cervical laminectomy and clean wound | 1 (2.1%) |
| Cervical spine C5 removed | 1 (2.1%) |
| Coiling aneurysm | 1 (2.1%) |
| DBS battery change | 3 (6.3%) |
| Decompression of optic nerve | 1 (2.1%) |
| Excision of meningioma | 1 (2.1%) |
| Excision of sellar meningioma | 1 (2.1%) |
| ICP bolt insertion | 1 (2.1%) |
| L5-S1 lumbar decompression | 1 (2.1%) |
| Laminectomy for tumour excision | 1 (2.1%) |
| Left frontal craniotomy for interventricular tumour | 1 (2.1%) |
| Lumbar decompression | 1 (2.1%) |
| Lumbar drain | 1 (2.1%) |
| NA | 7 (15%) |
| Nerve biopsy | 1 (2.1%) |
| Pituitary adenoma | 1 (2.1%) |
| Posterior discectomy and fusion | 1 (2.1%) |
| Release of fluid from cyst in spinal column | 1 (2.1%) |
| Resection of cervical tumour | 1 (2.1%) |
| Right parietal tumour resection | 1 (2.1%) |
| Right thalamotomy | 1 (2.1%) |
| Shunt externalisation and revision | 1 (2.1%) |
| Spinal decompression | 1 (2.1%) |
| Spinal lumbar decompression | 1 (2.1%) |
| Spinal tumour removal | 1 (2.1%) |
| Spine decompression | 1 (2.1%) |
| Spine fusion | 1 (2.1%) |
| Thoracic myleopathy | 1 (2.1%) |
| Thoracic spine | 1 (2.1%) |
| Transsphenoidal pituitary adenectomy | 1 (2.1%) |
| Vagal nerve stimulator | 3 (6.3%) |
| Verebroplasy | 1 (2.1%) |
| *1* n (%); Median (IQR) | |

# Q1: What was your experience of the current consent process?

|  |  |
| --- | --- |
| **Themes** | **Codes** |
| Consent meet expectations | Satisfactory (x41) |
| Impersonal | Time pressured (x6)  More explanation desired (x2)  More personalisation desired (x2) |

**Conclusions drawn**

* A large proportion of respondents had a positive experience of the consent process
* Of those who didn’t they felt they were under time pressure to complete the form, they desired further explanation, and they desired a more personalised conversation

| **Characteristic** | **N = 48***1* |
| --- | --- |
| **Q1: What was your experience of the current consent process?** |  |
| 100% happy because Mr Prezerakos explained the procedure to me. Very clearly explained | 1 (2.1%) |
| Alright | 1 (2.1%) |
| Brilliant! Could not have asked for better (100%) | 1 (2.1%) |
| Clear | 1 (2.1%) |
| Clear technically and explanations of surgical procedure good. A little more appreciation of the patient as a human being is always welcome as it adds the collaboration of doctor and patient | 1 (2.1%) |
| Consent process was described very well and easily understood | 1 (2.1%) |
| Done as an emergency | 1 (2.1%) |
| Everything was explained to me in simple terms. I found the consent process satisfactory | 1 (2.1%) |
| Excellent | 1 (2.1%) |
| Excellent so far | 1 (2.1%) |
| Fine | 2 (4.2%) |
| Fine, explained the procedure to me well. Felt comprehensive. I would prefer greater detail of the procedure itself | 1 (2.1%) |
| Good | 3 (6.3%) |
| Good, sat down with Prof Choi's assistant who went through benefits and risks of procedures | 1 (2.1%) |
| I enjoyed the experience, I believe everyone looked after me in a professional manner | 1 (2.1%) |
| I had a comprehensive discussion in clinic and with them on the day of the operation | 1 (2.1%) |
| I had never done a consent form before like this. It all seemed a bit urgent | 1 (2.1%) |
| I realise we need to known the risks etc, but I do find the consent form daunting. We are advised of the risks before we agree to the operation | 1 (2.1%) |
| I understand most of the words used. Consultant and registrar came to speak to me | 1 (2.1%) |
| Initially by phone in June 2022, options/operation of possible complications outlined and explained by consultant surgeon and followed by face-to-face clinic in September | 1 (2.1%) |
| It was explained in detail and I wasn't rushed | 1 (2.1%) |
| It was extremely fast and simple and easy with very minimal effort required from me | 1 (2.1%) |
| My surgeon explained | 1 (2.1%) |
| NA | 1 (2.1%) |
| No complaints the process ran smoothly | 1 (2.1%) |
| None, until the actual day when consent form was handed to me | 1 (2.1%) |
| Ok | 1 (2.1%) |
| Positive, clear | 1 (2.1%) |
| Straightforward | 1 (2.1%) |
| Straightforward and easy. Everything was explained clearly | 1 (2.1%) |
| The process was straightforward. The procedure was explained clearly by the doctors | 1 (2.1%) |
| The risks were explained clearly and understood by me | 1 (2.1%) |
| Very good | 6 (13%) |
| Very good experience, but felt disorganised | 1 (2.1%) |
| Very good experience, doctors are excellent and also specialist nurses | 1 (2.1%) |
| Very help staff | 1 (2.1%) |
| Very pleased with all explained. Impressed | 1 (2.1%) |
| Very straightforward and transparent | 1 (2.1%) |
| Very thorough and detailed description of the operation. Everything explained really well | 1 (2.1%) |
| Was fully explained, possible affects noted | 1 (2.1%) |
| **Q1\_code** |  |
| More explanation required | 2 (2.1%) |
| More personalisation desired | 2 (2.1%) |
| Satisfactory | 39 (83%) |
| Time pressured | 6 (11%) |
| **Q1\_theme** |  |
| Consent meets expectations | 39 (83%) |
| Impersonal | 8 (17%) |
| *1* n (%) | |

# Q2. Do you feel that your views were listened to and understood by the surgeon? Please explain

|  |  |
| --- | --- |
| **Themes** | **Codes** |
| Understood | Satisfactory (x43) |
| Time-pressured | Yes, but further personalisation desired (x2)  Yes, but felt time-pressured (x2) |

Conclusions drawn:

* The majority of respondents felt listened to and understood by their surgeon
* A minority of patients felt listened to, but that the conversation was time pressured and only routine questions were asked.

| **Characteristic** | **N = 48***1* |
| --- | --- |
| **Q2: Do you feel that your views were listened to and understood by the surgeon? Please explain** |  |
| Absolutely | 1 (2.1%) |
| All questions answered | 1 (2.1%) |
| Completely - sufficiently. Time and explanation offered/given to proceed. I felt informed and empowered to decide | 1 (2.1%) |
| Generally yes, but felt 'routine' | 1 (2.1%) |
| Good | 1 (2.1%) |
| He explained everything to me, so didn't have any questions to ask | 1 (2.1%) |
| He is excellent, explained everything before the surgery, good experience | 1 (2.1%) |
| I didn't really have many views or concerns as I felt the procedure was well explained | 1 (2.1%) |
| I felt fully engaged and involved from the start with clear details given for both my husband and I to read through together | 1 (2.1%) |
| I most certainly do and can't praise my surgeon enough. It was a privilege to be under Mr Marcus supervision | 1 (2.1%) |
| I was given only a single option. Communication between Malta and NHNN about the urgency of surgery was poor | 1 (2.1%) |
| I was given the opportunity to ask questions and express my views | 1 (2.1%) |
| Mr Sayal is fantastic | 1 (2.1%) |
| My surgeon was extremely understanding, and patiently answered every question and concern without judgement | 1 (2.1%) |
| My views were listened to and the consent process for any surgery is bound to be problematic. Surgery is a foreign country apart from those doing the surgery. | 1 (2.1%) |
| The surgeon listed to every concern and worry that I had. She explained everything fully to me | 1 (2.1%) |
| They explain everything they listen to me | 1 (2.1%) |
| Valued in what was being said | 1 (2.1%) |
| Without doubt I was listened to but more importantly I was heard | 1 (2.1%) |
| Yes | 5 (10%) |
| Yes and all my questions were clearly answered | 1 (2.1%) |
| Yes fully listened to and understood | 1 (2.1%) |
| Yes they were | 1 (2.1%) |
| Yes very much so. All questions were answered | 1 (2.1%) |
| Yes was worried about difficult airway and surgery on neck, was advised of all risks | 1 (2.1%) |
| Yes, all my questions were answered clearly | 1 (2.1%) |
| Yes, all questions were answered to my satisfaction | 1 (2.1%) |
| Yes, all the medical surgical staff were clear and ensured I knew exactly what was happening and all outcomes. Surgeon was clear that my 'ideal' was not an option. | 1 (2.1%) |
| Yes, but like anything always a rush | 1 (2.1%) |
| Yes, everything was clear | 1 (2.1%) |
| Yes, everything was explained, step by step. Sometimes though I wasn’t really quite with it to understand it all of the time, but I was clearly heard when I voiced my concern about something | 1 (2.1%) |
| Yes, great detail because of the emergency it was done very quickly | 1 (2.1%) |
| Yes, I am very happy with it | 1 (2.1%) |
| Yes, I felt confident that my views were understood | 1 (2.1%) |
| Yes, I was surprised how quick my surgery was discussed | 1 (2.1%) |
| Yes, surgeons were very clear and reassuring | 1 (2.1%) |
| Yes, the way my questions were answered and felt reassured | 1 (2.1%) |
| Yes, they listened | 1 (2.1%) |
| Yes, thoroughly explained the procedure | 1 (2.1%) |
| Yes, very clear explanations | 1 (2.1%) |
| Yes, very clearly at the meeting in July ahead of surgery | 1 (2.1%) |
| Yes, very understand explain | 1 (2.1%) |
| Yes, was given the options available and was able to make own decision | 1 (2.1%) |
| Yes, we talked at length about the various options I could choose. | 1 (2.1%) |
| **Q2\_code** |  |
| Satisfactory | 43 (91.6%) |
| Yes, but felt time-pressured | 2 (4.3%) |
| Yes, but further personalisation desired | 2 (4.3%) |
| **Q2\_theme** |  |
| Time-pressured | 3 (6.3%) |
| Understood | 45 (94%) |
| *1* n (%) | |

Q3. Do you feel that the surgeon got to know you as an individual person prior to surgery during the process of consent and explanation? Please explain

|  |  |
| --- | --- |
| **Themes** | **Codes** |
| Individualised | Satisfactory x41 |
| Generalised | No, more personalisation desired x6  Face-to-face discussion desired x2 |

Conclusions drawn:

* Almost all participants felt understood as an individual by their surgeon
* A minor proportion of patients felt that the conversation was routine and the surgeon did not get to understand the patient on a deeper level.

| **Characteristic** | **N = 48***1* |
| --- | --- |
| **Q3: Do you feel that the surgeon got to know you as an individual person prior to surgery during the process of consent and explanation? Please explain** |  |
| Absolutely! We know him so well and he knows us, we consider him part of our family! He has been treating my husband for years | 1 (2.1%) |
| As much as was possible during the video chat and pre op | 1 (2.1%) |
| During consultation surgeon was brilliant | 1 (2.1%) |
| Everything was explained in detail | 1 (2.1%) |
| Given the circumstances and the scale to get fully acquainted, I was very reassured and felt very confident that I was in very safe hands | 1 (2.1%) |
| I am very happy about that | 1 (2.1%) |
| I appreciate that current constraints on time and resources lessens patient interface but human touch adds invaluable insights and confidence. Patients are more than cases and set of symptoms | 1 (2.1%) |
| I feel that my surgeon has always known and treated me as a person, but yes he was very personable during the consent process. | 1 (2.1%) |
| I found him to be very good and everything was explained to me in detail before the op. What was the likely outcome. All the risks were explained. Again, I can't praise my surgeon enough | 1 (2.1%) |
| I found them impressive | 1 (2.1%) |
| I spoke to the surgeons the night before. Not sure who actually carried out the procedure. I didn't form a relationship with one individual | 1 (2.1%) |
| I think so - was staff know us as individuals | 1 (2.1%) |
| No due to covid and telephone appointments | 1 (2.1%) |
| No, I didn’t meet my surgeon before my op. I apparently had an appointment with him beforehand and this wasn’t communicated to me. He did brief me over the phone though | 1 (2.1%) |
| No, it felt routine | 1 (2.1%) |
| No. One of the surgeons did and was very nice | 1 (2.1%) |
| Not really but it wasn't a problem as my concerns had been addressed | 1 (2.1%) |
| Not the surgeon, but the staff in the team were all up to date. The surgeon was aware but had delegated effectively | 1 (2.1%) |
| Prof Choi is a very busy man. I did not expect him to spend more time than was necessary | 1 (2.1%) |
| Spoken to him on the phone prior to you staying in hospital, reassuring | 1 (2.1%) |
| The whole team in theatre were kind and interested in how I was feeling and I felt very safe | 1 (2.1%) |
| Unsure | 1 (2.1%) |
| Very good | 1 (2.1%) |
| Very thorough and caring | 1 (2.1%) |
| Yes | 4 (8.3%) |
| Yes I am happy with the staff | 1 (2.1%) |
| Yes I do, took time out of his day to come in and explain everything in detail | 1 (2.1%) |
| Yes they did | 1 (2.1%) |
| Yes they understood | 1 (2.1%) |
| Yes, addressed by name during consent process | 1 (2.1%) |
| Yes, explained well | 1 (2.1%) |
| Yes, good relationship, developed between patient and surgeon | 1 (2.1%) |
| Yes, has met Mr Prez several times, but even on first meeting surgeon had excellent understanding of my personal situation | 1 (2.1%) |
| Yes, he was a busy man that day doing an emergency surgery. What could happen and go wrong | 1 (2.1%) |
| Yes, I felt welcome by the surgeon and she did understand my pain | 1 (2.1%) |
| Yes, knowledgeable, explained in great detail | 1 (2.1%) |
| Yes, Nathalie Zaidman was brilliant | 1 (2.1%) |
| Yes, registrar in frequent contact with me about the operation | 1 (2.1%) |
| Yes, she got to know my current domestic/health situation by asking me questions | 1 (2.1%) |
| Yes, the surgeon has understood my medical history, current situation, personal life arrangement, main reason of getting procedure done and future plan. | 1 (2.1%) |
| Yes, the surgeon was very polite, and made me feel at ease regarding the whole situation | 1 (2.1%) |
| Yes, they asked me about my priorities | 1 (2.1%) |
| Yes, this was achieved by both consult and previously by phone and then in person prior to surgery and by their registrar at face-to-face clinic | 1 (2.1%) |
| Yes, we explored my last 3 years of functional outcomes and able to establish what we may achieve from the op | 1 (2.1%) |
| Yes, we get along very well | 1 (2.1%) |
| **Q3\_code** |  |
| F2F discussion desired | 2 (4.1%) |
| No, more personalisation desired | 6 (12%) |
| Satisfactory | 41 (84%) |
| **Q3\_themes** |  |
| Generalised | 7 (15%) |
| Individualised | 41 (85%) |
| *1* n (%) | |

# Q4. Do you feel that you were made to understand the impact that any potential complications may have had on you as an individual? Please explain

|  |  |
| --- | --- |
| **Themes** | **Codes** |
| Detailed | Well-explained (x46) |
| Impersonal | Further explanation on mobility post procedure desired (x1)  Further explanation of specific risks desired (x1) |

**Conclusions drawn:**

* Almost all patients feel that the surgeon explained the impact of any potential complications to them.
* A minority subset noted that further explanation of the impact specific to them, would have been useful.

| **Characteristic** | **N = 48***1* |
| --- | --- |
| **Q4: Do you feel that you were made to understand the impact that any potential complications may have had on you as an individual? Please explain** |  |
| Absolutely | 1 (2.1%) |
| Absolutely, the complications were explained in detail to the point the whole DBS could be removed by it was fine | 1 (2.1%) |
| All complications were mentioned during video call and pre op | 1 (2.1%) |
| All potential risks were explained, potential future check-ups and complications | 1 (2.1%) |
| Did not realise I would be so immobile | 1 (2.1%) |
| I asked many questions and was told all the risks | 1 (2.1%) |
| I felt well informed with clear explanations from the start | 1 (2.1%) |
| I most certainly was | 1 (2.1%) |
| I was warned about the risks | 1 (2.1%) |
| My situation wasn’t too complicated, so not too much could go wrong, but I overheard other surgeons with their patients explain in great detail all the variables by being very articulate indeed. | 1 (2.1%) |
| The clinical nurse explained about the new DBS system. He is excellent | 1 (2.1%) |
| The worse case scenario is always the one least discussed. Proforma complications can be worrying, find time for consideration properly employed. | 1 (2.1%) |
| There was a potential complication of surgery which arose at last minute - consultant and anaesthetists came and thoroughly explained and made certain I understood | 1 (2.1%) |
| This was explained to me | 1 (2.1%) |
| Very much. My anaesthetist, surgical team etc. all wen through every possibility so that there would be no surprises | 1 (2.1%) |
| Yes | 8 (17%) |
| Yes fully explained | 1 (2.1%) |
| Yes good | 1 (2.1%) |
| Yes I was | 1 (2.1%) |
| Yes prior | 1 (2.1%) |
| Yes, all complications were explained in a way that was easy to understand | 1 (2.1%) |
| Yes, because they said I could loose 50% of the function of my hand. The procedure was altered as I was concerned about it, I am not prepared to risk this. | 1 (2.1%) |
| Yes, clearly explained | 1 (2.1%) |
| Yes, complications and imprecations potentially involved explained to me | 1 (2.1%) |
| Yes, direct and straightforward | 1 (2.1%) |
| Yes, extensive list of risks given | 1 (2.1%) |
| Yes, fully detailed | 1 (2.1%) |
| Yes, he explained really well | 1 (2.1%) |
| Yes, I understood | 1 (2.1%) |
| Yes, I understood that I may have nerve damage, risk for another disk to slip | 1 (2.1%) |
| Yes, I was informed that it was quite major surgery and that there were risks | 1 (2.1%) |
| Yes, I was told by the surgeon that there was a risk of paralysis | 1 (2.1%) |
| Yes, I was. However, no examples specific to me given | 1 (2.1%) |
| Yes, my surgeon went through what the surgery was about. He also explained | 1 (2.1%) |
| Yes, the night before the procedure, all the potential risks were explained to me | 1 (2.1%) |
| Yes, this was explained | 1 (2.1%) |
| Yes, very clear | 1 (2.1%) |
| Yes, very scary but the pros out weighed the cons | 1 (2.1%) |
| Yes, was fully made aware of any potential complication | 1 (2.1%) |
| Yes, was given scenarios of what would happen in the event of a complication and how this would be managed | 1 (2.1%) |
| Yes I understand all | 1 (2.1%) |
| **Q4\_codes** |  |
| Further explanation on mobility post procedure desired | 1 (2.1%) |
| Further explanation of specific risks desired | 1 (2.1%) |
| Well-explained | 46 (96%) |
| **Q4\_themes** |  |
| Impersonal | 2 (4.2%) |
| Detailed | 46 (96%) |
| *1* n (%) | |

# Q5. How could the current process be improved?

|  |  |
| --- | --- |
| **Themes** | **Codes** |
| Satisfactory | No improvements |
| Information | Desired more information  Patient champions  Too much information  Use of videos/pictures |
| Format of consent | Online consent form |
| Time-pressure | Do not consent on day of surgery |
| Surgeon | Allocated a specific surgeon |

**Conclusions drawn:**

* Most patients were highly satisfied with the consent process, with no suggestions for improvement.
* There were frustrations noted in the format of consent being on paper and the fact that a surgeon was not allocated to them
* Several patients noted increased worry with being consented on the day of surgery without change to digest the information properly.
* A subset of patients wanted more information about their surgery through allocation of more info during consultations, patient champions, and use of videos/pictures.

| **Characteristic** | **N = 48***1* |
| --- | --- |
| **Q5: How could the current process be improved (continue overleaf if necessary)?** |  |
| All discussed prior to arrival | 1 (2.1%) |
| An issue with the yellow consent form for many years is that the patient copy is never clear. Maybe offered a photocopy of front page or ensure you don’t have other 'carbon copy' consent forms bundled together! What is written on them can and does trace through on others | 1 (2.1%) |
| As much time as practically possible for the patient to consider surgery and its implications. In some cases giving consent the same day as first surgical discussion might be reconsidered. | 1 (2.1%) |
| Being given the consent form a least a week before surgery. I was given the consent form on the day of surgery | 1 (2.1%) |
| Can't think of improvement | 1 (2.1%) |
| Cannot think of anything | 1 (2.1%) |
| Carry on explaining to patients on what they are having done | 1 (2.1%) |
| Difficult to understand when acronyms used and jargon e.g. stenosis | 1 (2.1%) |
| Don’t know | 2 (4.2%) |
| Gmail. It could be sent in an email so the patient can take it all in. Give the patient more time to digest. Explain what a consent form is and what the obligations are on both sides. | 1 (2.1%) |
| Have previous patient champions, that can talk to patients who had similar operations. | 1 (2.1%) |
| I am happy as it is | 1 (2.1%) |
| I believe that there is nothing to be improved, I'm happy with everything and I appreciate for the help offered | 1 (2.1%) |
| I don't feel any need for improvement I was always kept informed | 1 (2.1%) |
| I don't know, I thought it was good | 1 (2.1%) |
| I don’t think it could be | 1 (2.1%) |
| I don’t think it needed to be | 1 (2.1%) |
| I felt Mr Sayal made the process easy for me to understand and at the same time gave me confidence | 1 (2.1%) |
| I found the whole situation very straight-forward, so don't see how it could be improved | 1 (2.1%) |
| I have no real complaints about the consent process, it happened very soon after my arrival and was completed in a timely manner | 1 (2.1%) |
| I known that this is unhelpful but non applicable- the process is already perfect | 1 (2.1%) |
| I met the surgeon on the morning of the operation. A meeting the previous day would have eased my stress a bit | 1 (2.1%) |
| I was very satisfied | 1 (2.1%) |
| It couldn't! My experience has been one of reassurance, constant checks of my understanding and my complete involvement in decision making. 100% on all levels for consent and understanding.. I have total trust in my consultant and his team. | 1 (2.1%) |
| It is fine as it is | 1 (2.1%) |
| It was alright | 1 (2.1%) |
| It would be helpful to know you have been allocated to one specific individual (surgeon) | 1 (2.1%) |
| Keep smile and help the person if they need | 1 (2.1%) |
| Maybe not go into as much explanation on the negatives as patients I already aware. Just confirm briefly the problems that could occur | 1 (2.1%) |
| More information about risks | 1 (2.1%) |
| My experience was ok | 1 (2.1%) |
| NA | 3 (6.3%) |
| No all was fine | 1 (2.1%) |
| No change needed | 1 (2.1%) |
| No gave good explanations | 1 (2.1%) |
| No improvement possible | 1 (2.1%) |
| No, but it is crucial that in-depth discussions are had about the risks of the operation | 1 (2.1%) |
| No, I am very happy about it | 1 (2.1%) |
| Not needed to improve | 1 (2.1%) |
| Not really, felt quick and efficient | 1 (2.1%) |
| Online possibly | 1 (2.1%) |
| Seems ok as it is | 1 (2.1%) |
| The consent process was easy enough to understand and can't really comment on what improvements if any needs to be made | 1 (2.1%) |
| To date, I can think of no improvement. I'm impressed and reassured with all the care and very much appreciate how Ms Zaidman has constantly informed me on every step of the way | 1 (2.1%) |
| Videos, pictures | 1 (2.1%) |
| **Q5\_codes** |  |
| Allocated a specific surgeon | 1 (2.1%) |
| Do not consent on day of surgery | 4 (8.3%) |
| Explanation too in depth | 1 (2.1%) |
| Further explanation | 1 (2.1%) |
| More info | 1 (2.1%) |
| No improvement required | 35 (73%) |
| Online form | 3 (6.3%) |
| Patient champions | 1 (2.1%) |
| Use of videos/pictures | 1 (2.1%) |
| **Q5\_themes** |  |
| Allocated a specific surgeon | 1 (2.1%) |
| Further information | 4 (8.3%) |
| Further time to consider options | 4 (8.3%) |
| No improvement required | 35 (73%) |
| Online form | 3 (6.3%) |
| Too much information | 1 (2.1%) |
| *1* n (%) | |