

## Experience discovery conversation planning template

---

**Name of service/experience journey:** Pre-assessment to discharge/transfer from Day Surgery

### Identify service user steps

List below the broad service user steps:

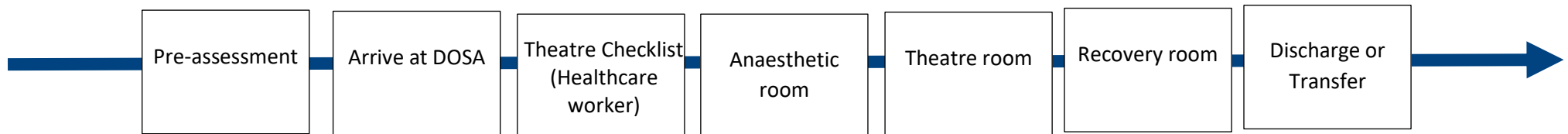
*(These are steps that the service user experiences (i.e. what they see, feel or hear) rather than the steps that only the service provider experiences)*

1. **Pre-assessment**
2. **Arrive** at Day of Surgery Assessment Unit (DOSA)
3. Go through **theatre checklist** with **healthcare worker**
4. Arrive at the **anaesthetic room**
5. Transfer to **theatre room**
6. Recover in **recovery room**
7. **Discharge or transfer** to ward or Day Surgery Unit

### Experience Journey Mapping

Identify the touchpoints from the service user steps and map them in occurrence order:

*(Click on boxes below to add text. Add or remove boxes to reflect your service user touchpoints)*



## Experience discovery conversation planning template

### Conversation plan

Journey touchpoint	Discovery questions <i>(1-2 per touchpoint)</i>	Digging deeper questions
Pre-assessment	Talk me through what happened on the day of your pre-assessment.	<ul style="list-style-type: none"> <li>▪ What happened when you arrived?</li> <li>▪ Who did you meet and what did they do and say?</li> <li>▪ What did that feel like?</li> </ul>
Arrive at DOSA	Tell me about what happened when you met the surgery nurse following pre-assessment?	<ul style="list-style-type: none"> <li>▪ What about that meeting felt important?</li> <li>▪ Was there anything that you felt confused about?</li> </ul>
Theatre Checklist (Healthcare worker)	What was it like completing the surgical checklist with them?	<ul style="list-style-type: none"> <li>▪ Who went through the checklist with you?</li> <li>▪ How did it feel?</li> </ul>
Anaesthetic room	Walk me through what happened when you were transferred to the anaesthetic room.	<ul style="list-style-type: none"> <li>▪ What were you thinking then?</li> <li>▪ What mattered most to you about that time?</li> </ul>
Theatre room	<ul style="list-style-type: none"> <li>▪ What do you remember about going for surgery?</li> <li>▪ What was it like arriving in the theatre room?</li> </ul>	<ul style="list-style-type: none"> <li>▪ Who spoke to you there?</li> <li>▪ What did they tell you?</li> <li>▪ Tell me about what you remember happening?</li> <li>▪ What was important to you about that?</li> <li>▪ How did you feel?</li> </ul>
Recovery room	Tell me about the time you spent in recovery.	<ul style="list-style-type: none"> <li>▪ What mattered to you most whilst you were there?</li> <li>▪ Was there anything difficult about that experience?</li> <li>▪ How would you describe it to a member of your family or a friend?</li> </ul>
Discharge or Transfer	What happened when you heard you were about to be discharged/ transferred?	<ul style="list-style-type: none"> <li>▪ How did you feel about that?</li> <li>▪ What did you need most at that point?</li> </ul>