

Example discovery conversation plan

Service: **Pre-assessment to discharge/transfer**

Service user steps:

1. Pre-assessment
2. Arrive at DOSA
3. Go through Theatre Checklist with x2 healthcare staff member
4. Arrive at the anaesthetic room
5. Transferred to theatre room
6. Recover in recovery room
7. Transfer to a ward or Day Surgery Unit

Journey Map



Conversation plan: Pre-assessment to discharge/transfer

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