

Experience discovery conversation planning template

Name of service/experience journey: Pre-assessment to discharge/transfer

Identify service user steps

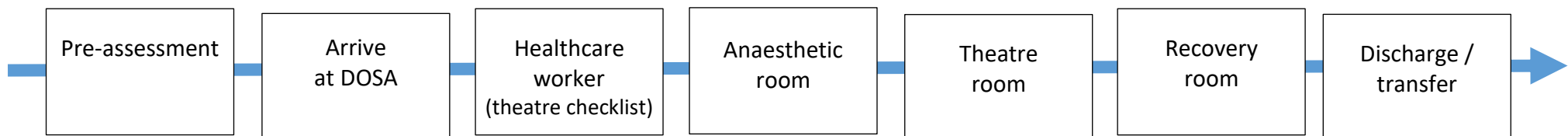
List below the broad service user steps:

(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 staff members
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:



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Conversation plan

Journey touchpoint	Discovery questions (1-2 per touchpoint)	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?
Healthcare worker (theatre 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?
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 Room	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?