

When will RayPRO contact me

WELCOME EMAIL

- Confirming your email address is correct
- Explaining why your involvement is important

Each questionnaire will take less than five minutes to complete.

1 WEEK

- Your satisfaction with the surgeon
- Your satisfaction with the hospital

1 MONTH

- Clinically validated Cat-PROM5 questionnaire
- 5 short questions about your satisfaction with the outcomes of your surgery

3 MONTHS

- Your satisfaction with the outcome of the surgery
- How often you wear glasses for different activities
- If you have the vision that you discussed with your surgeon
- If you experience any visual disturbances

1 YEAR

- Your satisfaction with the outcome of the surgery
- If you experience any visual disturbances
- If you have had any additional eye procedures in the last 12 months

2 & 3 YEARS

- If you have had any additional eye procedures in the last 12 months

IMPORTANT: If you experience any problems after your eye surgery then you must contact your medical team directly.

RayPRO will not tell us about any problems that you have with your vision.

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Registered in England: 615539. EC 2023-68 02/24

Your vision and satisfaction are important to us

RayPRO



Sharing your feedback with us

Restoring your vision so you can lead a fulfilled life is the most important outcome for us.

We gather feedback on your vision and surgery satisfaction using an online system called RayPRO which emails you **six short questionnaires over three years**.

To comply with privacy laws, we require your consent to register you on RayPRO.

Please tell your surgeon or nurse if you are happy to be registered on RayPRO.

IMPORTANT: If you experience any problems after your eye surgery then you must contact your medical team directly. RayPRO will not tell us about any problems that you have with your vision.



- Each questionnaire will have a maximum of seven questions and take less than five minutes to complete.
- A link to the questionnaires will be emailed to you. You do not need to create an account or password.
- When registering you on RayPRO we will store your email address and basic details about your eye surgery. However, your email address will be encrypted and will not be identifiable to Rayner and is never shared elsewhere.
- Your answers are confidential and anonymous. No one will be able to see your individual answers.
- Your surgeon and Rayner (the provider of RayPRO) will have access to aggregated data for the purpose of improving products and services. Aggregated data may also be used for clinical research.
- You can refuse or withdraw your consent from RayPRO at any time, without detriment or impacting the service you receive; however, any non-identifiable questionnaire answers already submitted will not be deleted.
- RayPRO is provided by Rayner, who is the data controller for the system.

If you have any questions about RayPRO, please ask your surgeon or nurse, or email raypro@rayner.com. If you would like more information about how RayPRO processes your personal data, including details on data security, retention and processing, the full privacy policy can be accessed at www.rayner.com/raypro/patientprivacy