

# What will RayPRO ask me?

Each questionnaire will take less than five minutes to complete.

1 week

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

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

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.  
©2019 Rayner. 'RayPRO' is a registered trademark of Rayner. Rayner Intraocular Lenses Limited, 10 Dominion Way, Worthing, West Sussex, BN14 8AQ. Registered in England: 615539. EC 2018-95 06/19

## 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 **five 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 six 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 name (optional), gender (optional), year of birth (optional), email address and basic details about your eye surgery.
- 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 Intraocular Lenses Limited, 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](mailto: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](http://www.rayner.com/raypro/patientprivacy)