

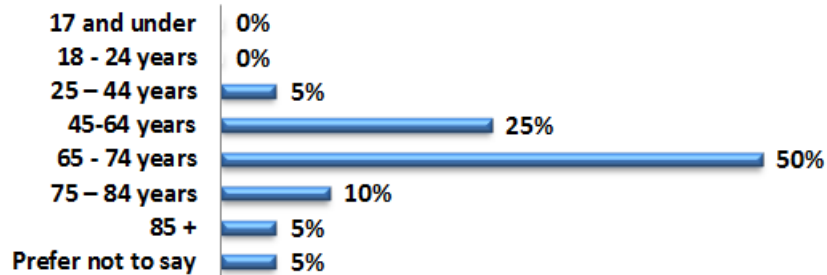
Hot topics - Ophthalmology - October 2015 (1/4)

About the respondents

31 people responded, 17 of which had had an eye appointment in the hospital eye clinic in the last 2 years. The majority of recent service users were HaRD Net members (85%,18) with the remaining members of the public (6). The 31 responses were from; 27 were HaRD Net members ; 2 via the web link ; 2 freepost.

Ethnicity - 86% (18) of respondents were White – British or Other, one was “Mixed background” and two preferred not to say

Age

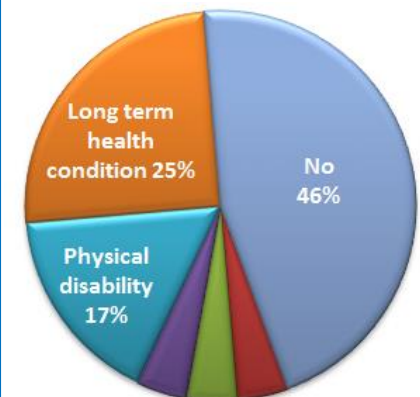


Sexuality

85% (17) of respondents were **Heterosexual**
15% (3) Prefer not to say

Gender : 57% (12) of respondents were Female , the remainder were **Male** except one “**Prefer not to say**”

Disability



- 0% Sensory disability
- 4.75% Prefer not to say
- 4.75% Mental disability
- 4.75% Learning disability

Religion

65% (13) **Christian** and 15% (3) **No religion** and 15% (3) **Prefer not to say**

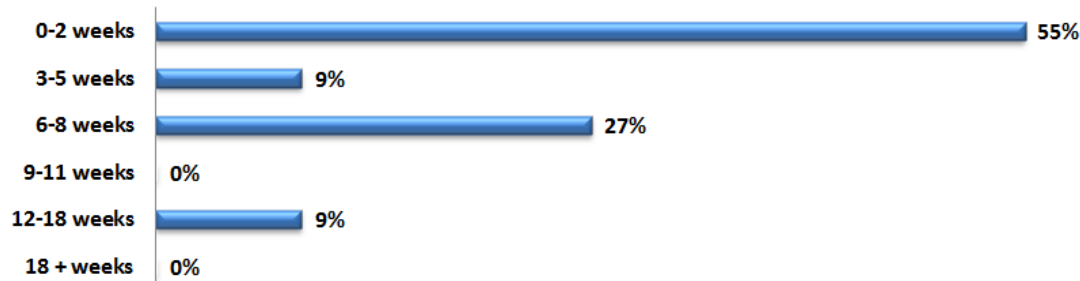
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Feedback about the Initial Appointment

46% (6) of respondents were **Satisfied** and **39% Fairly Satisfied** with the overall experience of their initial appointment.

85% (11) of respondents **were happy with the time taken to receive their initial appointment from the date of referral.**

The time frames reported were:



Information received

- **44% (7)** Letter
- **25% (4)** No information given
- **19% (3)** Information not in writing
- **12% (2)** Leaflet

The majority were satisfied with these methods, one was not happy with the letter and one was not sure about "Information not in writing"

Conditions treated within the eye hospital in the last 12 months:

- **43% (6)** **Other** (blocked tear ducts, blood, diabetes, nerve/scan and ulceration)
- **36% (5)** **Retina related** (tears and marks)
- **21% (3)** **Glaucoma**

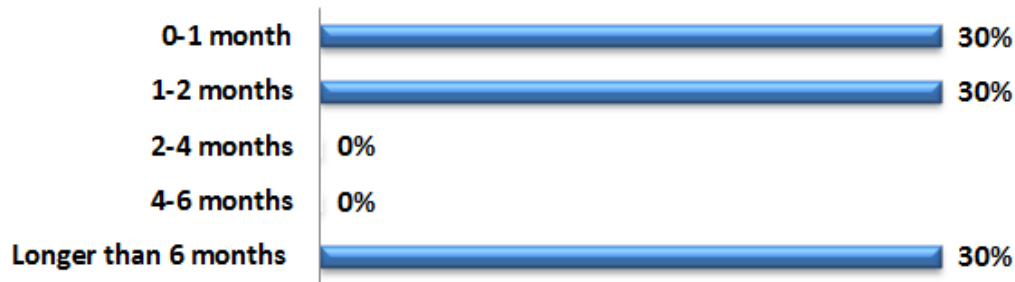
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Feedback about the Follow Up Appointment

54.5% (6) of respondents were **Satisfied** and **27% Fairly Satisfied** with the overall experience of their follow up appointment.

82% (9) of respondents stated that the time frame for a follow up appointment met their expectations.

The time frames reported were:



Reasons given for longer than 6 months wait were annual reviews and perceived excessive waiting times.

Future services

18% (2) of respondents thought there were issues with the consideration of diverse needs in terms of delivering future services.

- **Dementia Friendly**
- **Disabilities**
- **Consider environment for general population** (not just elderly or children)

The main areas identified as good experience/areas for improvements :

- **Availability**
- **Quality of care**
- **Workforce**
- **Environment**

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Good experiences and suggestions for improvements within Ophthalmology

| | Good experiences | Suggested improvements |
|------------------------|---|--|
| <i>Availability</i> | Described by some as “immediate”, “prompt” and “speedy follow” | <ul style="list-style-type: none"> • Requirement for 24/7 emergency care • Irregular periods between follow up appointments • Long waits between field tests and reviewing the results • Perception of busy department with long waiting times |
| <i>Quality of care</i> | Good examinations and communication were described with words such as “thorough”, “full explanation”, “reassuring” and “very clearly” | <ul style="list-style-type: none"> • Increase the number of eye tests • Improve thoroughness of examination • Perceived poor diagnosis |
| <i>Work force</i> | Described with words such as “supportive”, “patient” and “professional” | Described with phrases such as “not dementia friendly”, “benefit from going on patient experience course(Junior Doctors/registrars)” and “apathetic” |

There were also suggested improvements for the space/layout in waiting areas, making the equipment suitable for elderly patients and the environment less child/elderly focussed. Reasons for not receiving a timely appointments were forgot to send out letter & mix up of locations.