

Lancashire & South Cumbria Ophthalmology Services

Survey Report

October 2020

Introduction

Eye health services are now becoming more and more important with the aging population. As people get older it is a lot more common to see certain diseases of the eye, such as age-related macular degeneration, glaucoma and cataracts, leading to increasing demand on services.

In Lancashire and South Cumbria, there are considerable differences in services, how cost effective they are and more importantly in the outcomes that they deliver for patients both in terms of patient safety and quality of service.

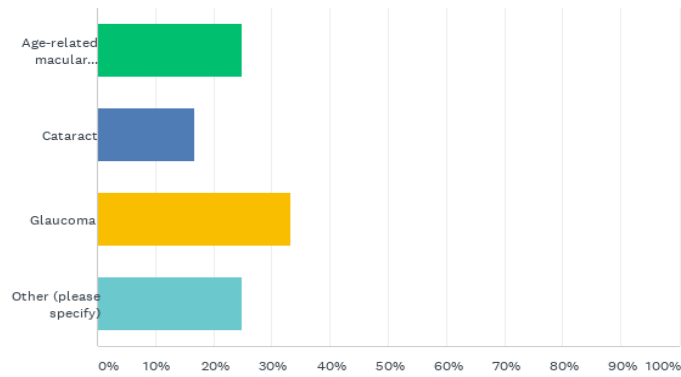
A survey was carried out to find out if the delivery of ophthalmology services across Lancashire and South Cumbria are safe and sustainable with clear and consistent standards and outcomes.

Results

A total of 38 responses were received from the survey.

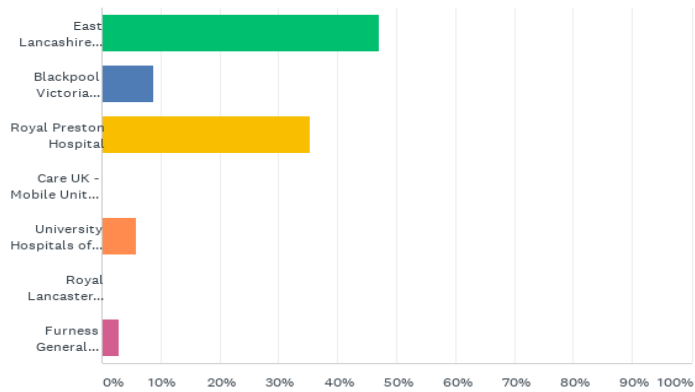
In response to question 1, what type of clinic did you attend?, 12 people (33.33%) attended for glaucoma, 9 people (25%) for age related macular degeneration, 9 people (25%) said other and 6 people (16.7%) for cataract.

Q1 What type of clinic did you attend?



In response to the question 2, which hospital did you attend? 16 people (47.6%) said East Lancashire Hospitals, 12 people (35.3%) said Royal Preston Hospital, 3 people (8.8%) said Blackpool Victoria Hospital, 2 people (5.9%) said University Hospitals of Morecambe Bay and 1 person (2.3%) said Furness General Hospital.

Q2 Which hospital did you attend?



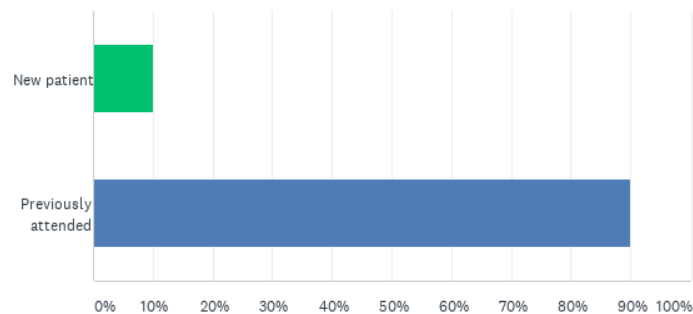
From the people who completed the survey the majority were from the Preston and Blackburn area with both having 13.8%. The remaining 3 were equal at 10.34%. Take a look at the cloud bubble below:

Q3 Please tell us the first 3 digits of your postcode i.e. PR1, BB12, FY1 etc.

BB1 PR2
PR4 BB2 Bb4

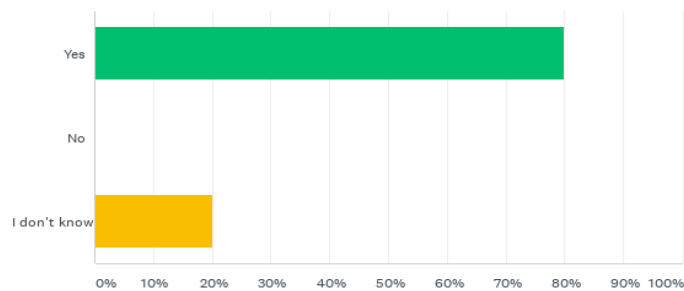
In reply to the question are you a new patient or have you attended previously? 27 (90%) patients had attended previously and only 3 (10%) were new patients.

Q4 Are you a new patient or have you attended previously?



When asked the question, “having heard the background around the work that is being undertaken to make sure pathways are the same for all patients across our ophthalmology services, do you think this is a good thing?” 24 (80%) of patients think it is a good thing for pathways to be the same and 4 (20%) said they didn’t know.

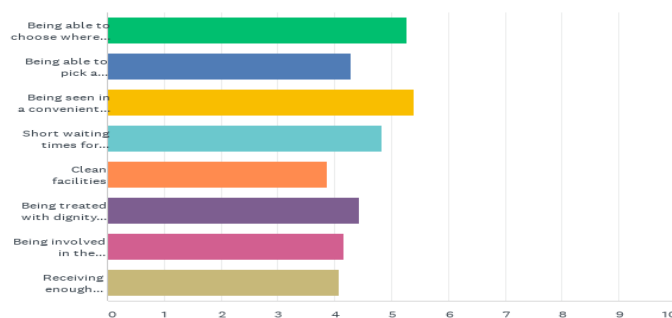
Q5 Having heard the background around the work that is being undertaken to make sure pathways are the same for all patients across our ophthalmology services, do you think this is a good thing?



In response to the question, “what matters the most to you about the service that you receive? Please rank in order of importance, 1 being most important 8 being the lowest.” Having clean facilities scored as the most important factor with an average score of 3.88. Receiving enough information to make an informed choice was the next important factor, which had an average score of 4.08. Being involved in the decisions about your treatment was the third most important factor and this had an average score of 4.16.

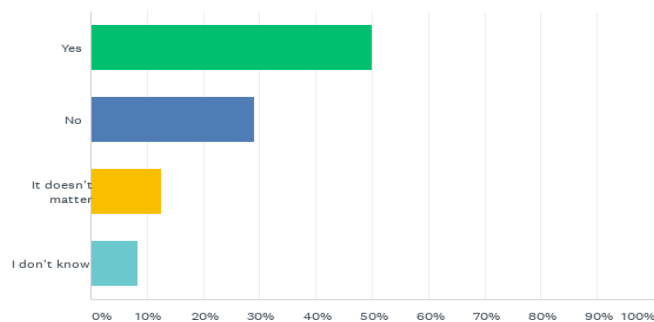
Next in line was being able to pick a suitable appointment time which had a score of 4.28 and the remaining 3 scored closely behind, being treated with dignity and respect scored 4.44, Short waiting times for appointments had an average score of 4.84 and lastly, being seen in a convenient and accessible location was the least important factor to patients, which had an average score of 5.40.

Q7 What matters most to you about the service that you receive? - Please rank the following in order of importance - 1 being most important to you and 8 being the least important.



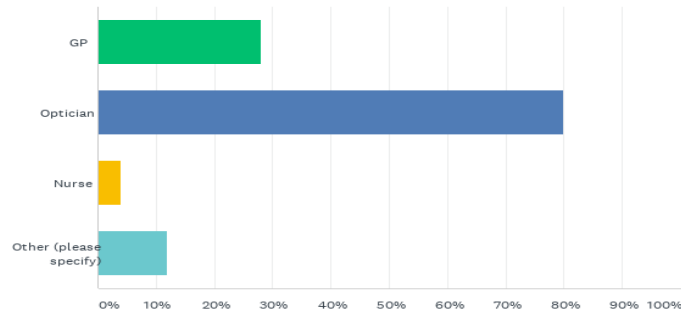
When asked about the setting where the service was delivered from, 12 (50%) of the people who took part in the survey didn't mind if the service was delivered outside of a hospital setting, 7 (29%) were not happy and did not want the service outside of a hospital setting, 3 (12.5%) said it didn't matter and 2 (8%) were not sure.

Q8 Of all of the things that you have said matter to you, would you like it if these can be delivered outside of a hospital setting i.e. high street opticians, health centre



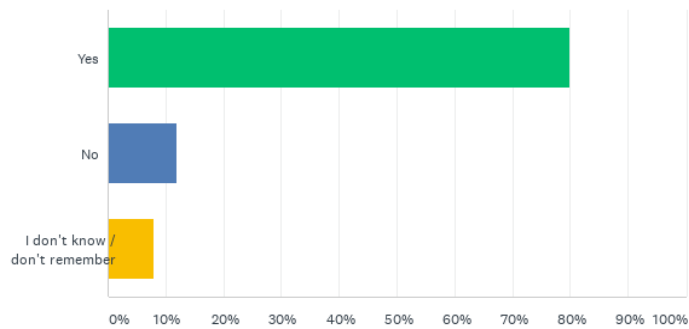
When asked “before attending your hospital appointment, which other care professional did you see about your eye problem?” 20 (80%) people were seen by their optician, 7 (28%) by their GP, 3 (12%) by other and 1 (4%) by a nurse.

Q9 Before attending your hospital appointment, which other care professional did you see about your eye problem? (Tick all that apply)



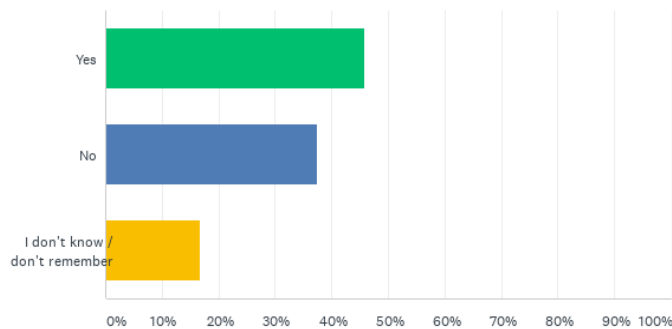
From those who took part in the survey 20 people (80%) said they were told why they were being referred to the eye clinic, 3 (12%) said they were not advised and 2 (8%) didn't know or couldn't remember.

Q10 Did they explain to you why you were being referred?



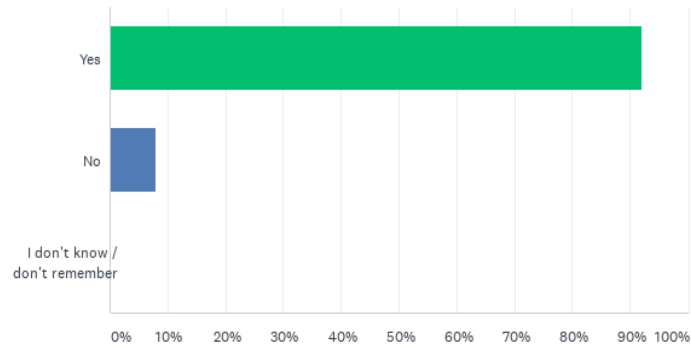
Almost half of the people who answered this question, 11 of them said (46%) of people said they were provided with information about their condition, 9 (37.5%) said they were not provided with information about their condition and 4 (17%) didn't remember.

Q11 Did they provide you with any information about your condition?



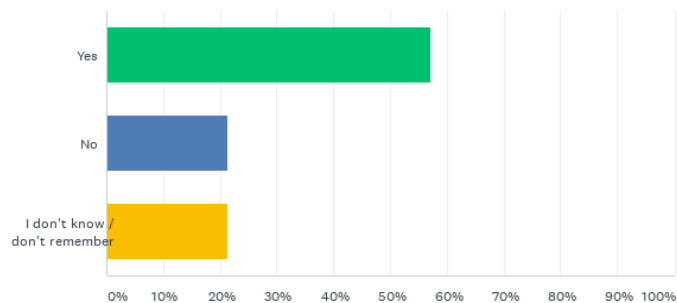
In response to the question: “have you been informed about the treatment you may need?” 23 (92%) said they were informed and only 2 (8%) said they hadn't.

Q12 Have you been informed about the treatment that you might or will need?



When asked “if your referral has been made for suspected age related macular degeneration,” 8 (57%) said they were informed of the urgency and importance of attending their hospital appointment, whilst the remaining were split equally between no, and don't remember. 3 (21.43%) said no and 3 (21.43%) said don't remember.

Q13 If your referral has been made for suspected age-related macular degeneration, have you been informed about the importance and urgency of attending your hospital appointments?



Many people would like to be seen quicker, with shorter waiting times for the next appointment and having support after your diagnosis is also important.

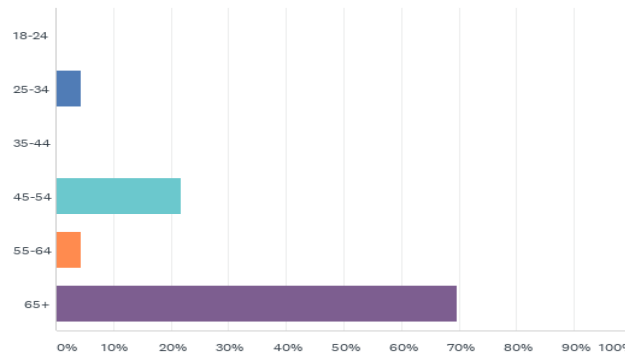
Q14 Please tell us if there is any further information you would like to provide about the service.

make support patients long appointment Blackburn hospital eye time
service seen NHS day short sighted staff ask

Data Equality Monitoring

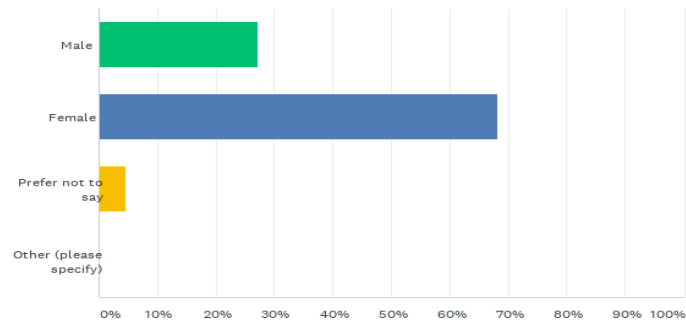
Almost 70% (16 people) who attended the clinic were over the age of 65, 5 (22%) were between 45-54, 1 (4%) were between the ages of 55-64 and 1 (4%) between the ages of 25-34.

Q15 Please tell us which age category you fall into.



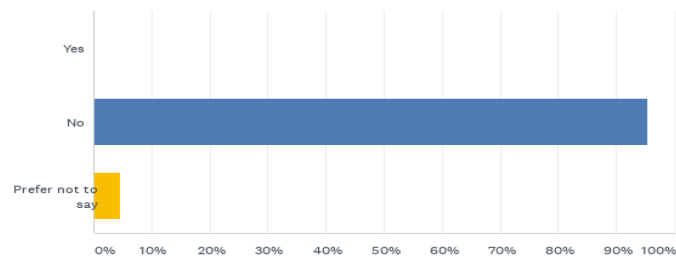
The clinic was attended by 15 (70%) women and 6 (27%) males, 1 person answered prefer not to say.

Q16 What is your sex?



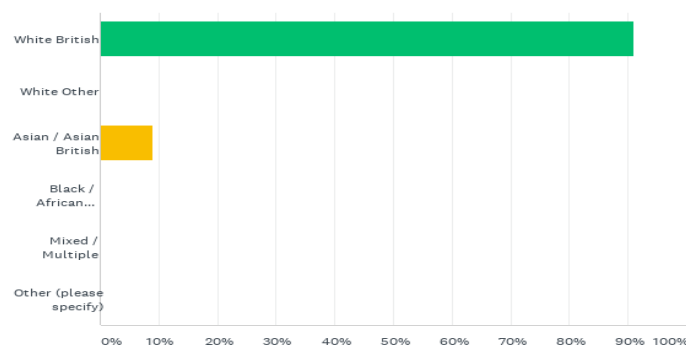
Nearly all people who attended the clinic said they have not had any surgery or procedure to change their appearance. The remaining 4% did not want to say.

Q17 Have you gone through any part of a process or do you intend to (including thoughts and actions) to bring your physical sex appearance and/or your gender role more in line with your gender identity? (This could include changing your name, your appearance and the way you dress, taking hormones or having gender confirming surgery)



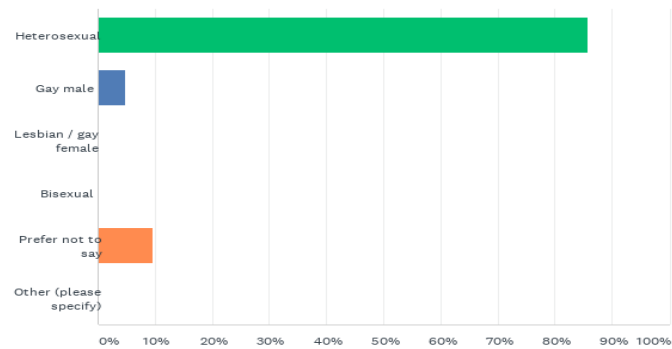
The majority (91%) of individuals were of white British ethnicity and the remaining 9% were Asian/British Asian.

Q18 What is your ethnicity?



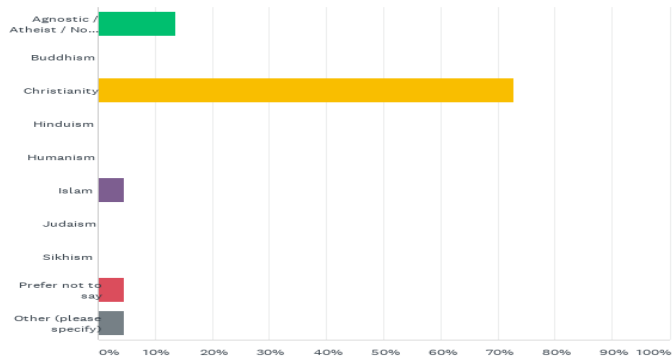
Those people who answered this question, 20 (86%) of them said they were heterosexual, 2 (9.5%) said they preferred not to say and 1 (4.6%) said he was a gay male.

Q19 Which of the following best describes your sexual orientation?



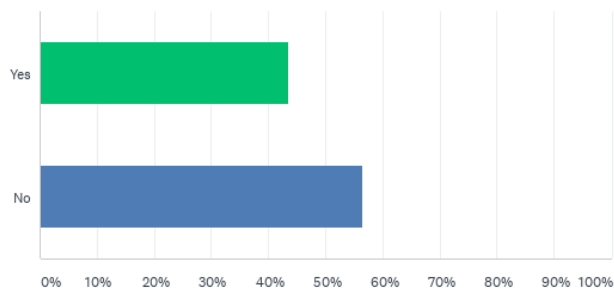
The majority of 16 people (73%), were of the Christianity faith, 3 (14%) did not have any faith or religion and the remaining 3 people were split equally between Islam which had 1 person (4.6%), prefer not to say 1 person (4.6%) and 1(4.6%) said other.

Q20 What religion are you?



13 (57%) people said they had no disability and 10 (43%) said they did.

Q21 Do you consider yourself to have a disability?



Those who said yes to having a disability, 8 (90%) said their disability was sensory ie hearing or visual 3 (30%) said it was physical

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22 October 2020*