

Booking an eye test

Date: 25-09-15
Title: Report to Health Overview and Scrutiny Committee
Council of the Isles of Scilly
Report of: Healthwatch Isles of Scilly

Background

We ran a community survey in April and May 2015 which asked people to rate all services they had used in the last 12 months and add their comments.

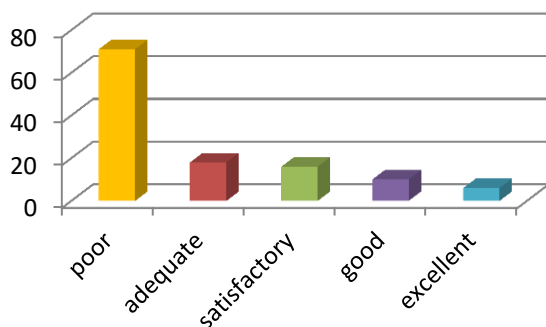
Most respondents rated optometry provision as poor, and comments indicated that availability of appointments and waiting times were an issue.

In September 2015 we ran a short straw poll which focussed on choice and waiting times.

We have discussed both surveys with Dr Garman of St Marys Health Centre, as provider of the service.

Extract from Healthwatch Community Survey, April 2015

OPTICIAN



This service was rated overall as poor (59%).

58 people commented on the optician service.

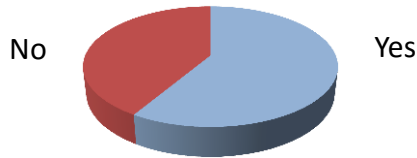
8 people who have used the service thought that it was very good, however 2 of these also commented on the long waiting list.

Overwhelmingly, responses indicate a need for improvement. Most people observed that the waiting list is very long, and optician visits are not frequent enough to address this. Others described the service as irregular or ad hoc. Many people said they were not aware that there is a service or said that it is non-existent.

There were several comments from people who had given up on getting an appointment in Scilly and made optician appointments on the mainland; a number of people referred to the cost involved. A few comments concerned the lack of regular check-ups or availability of appointments for children.

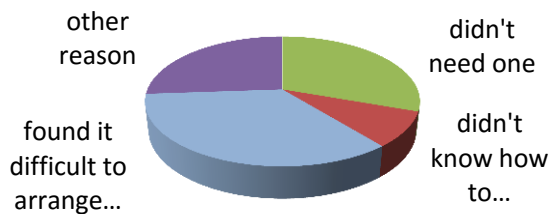
Response to straw poll: booking an eye test, September 2015

1. In the past year, have you booked an eye test for yourself or a member of your family?



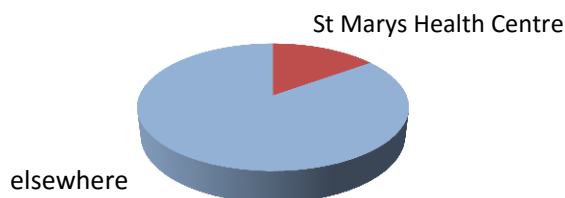
58 people answered this question
34 (59%) said 'yes', 24 (41%) said 'no'

We asked people who said 'no' why this was.



23 people answered this question
8 (35%) said they found it difficult to arrange one
7 (30%) said they didn't need one
6 (26%) said other reason
2 (9%) said they didn't know how to arrange one

2. Where did you book your eye test?



34 people answered this question.
6 (15%) said St Marys Health Centre
28 (85%) said elsewhere

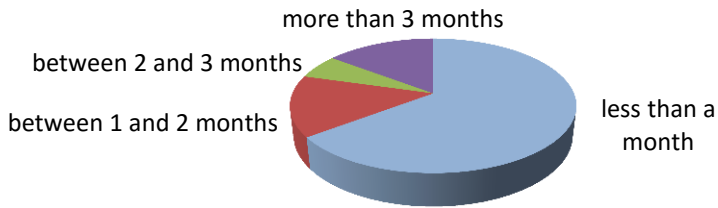
We asked people to add a comment about their choice.

Of those who had booked an appointment on St Marys, 1 person said it was a bonus not to have to travel to the mainland, and 2 said they hadn't had their appointment yet.
3 people didn't comment.

Of those who had booked elsewhere, 7 people said this was due to preference or convenience; 7 because they could not get an appointment on St Marys without a long wait; and 2 said they didn't know they could book on St Marys.

12 people didn't comment.

3. How long did you wait for an appointment?

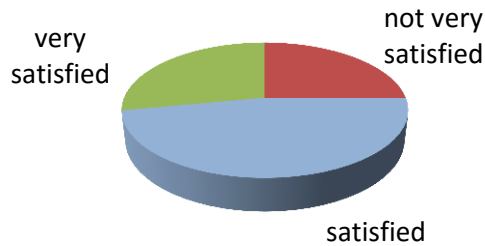


34 people answered this question

- 22 (65%) said less than a month
- 5 (14.5%) said 1 to 2 months
- 5 (14.5%) said more than 3 months
- 2 (6%) said 2 to 3 months

Everyone who had waited less than a month had booked 'elsewhere'. Some people had waited a month or longer whether they had booked on St Marys or elsewhere. 2 people hadn't had their appointment yet.

4. Overall, how satisfied were you with the service?



33 people answered this question

- 15 (46%) said they were satisfied
- 9 (27%) said very satisfied
- 9 (27%) said not very satisfied

We looked at the answers people gave about waiting times alongside their answers in this section.

Of those who said they were very satisfied with the service, all had waited less than a month.
 Of those who said they were satisfied, most had waited less than a month, but some had waited longer.
 Of those who said they were not very satisfied, 4 had waited 1 to 2 months, 1 had waited 2 to 3 months, and 4 had waited over 3 months.

12 people added a comment.

Most people who said they were satisfied or very satisfied said it was because of good service. 2 people said they would rather have had an appointment on St Marys. 1 person said cost was an issue with using a mainland provider.

Most people who said they were not very satisfied said it was because of the long waiting list on St Marys, wherever they had booked their appointment.