

University Hospital of Southampton Ophthalmology Department Feedback



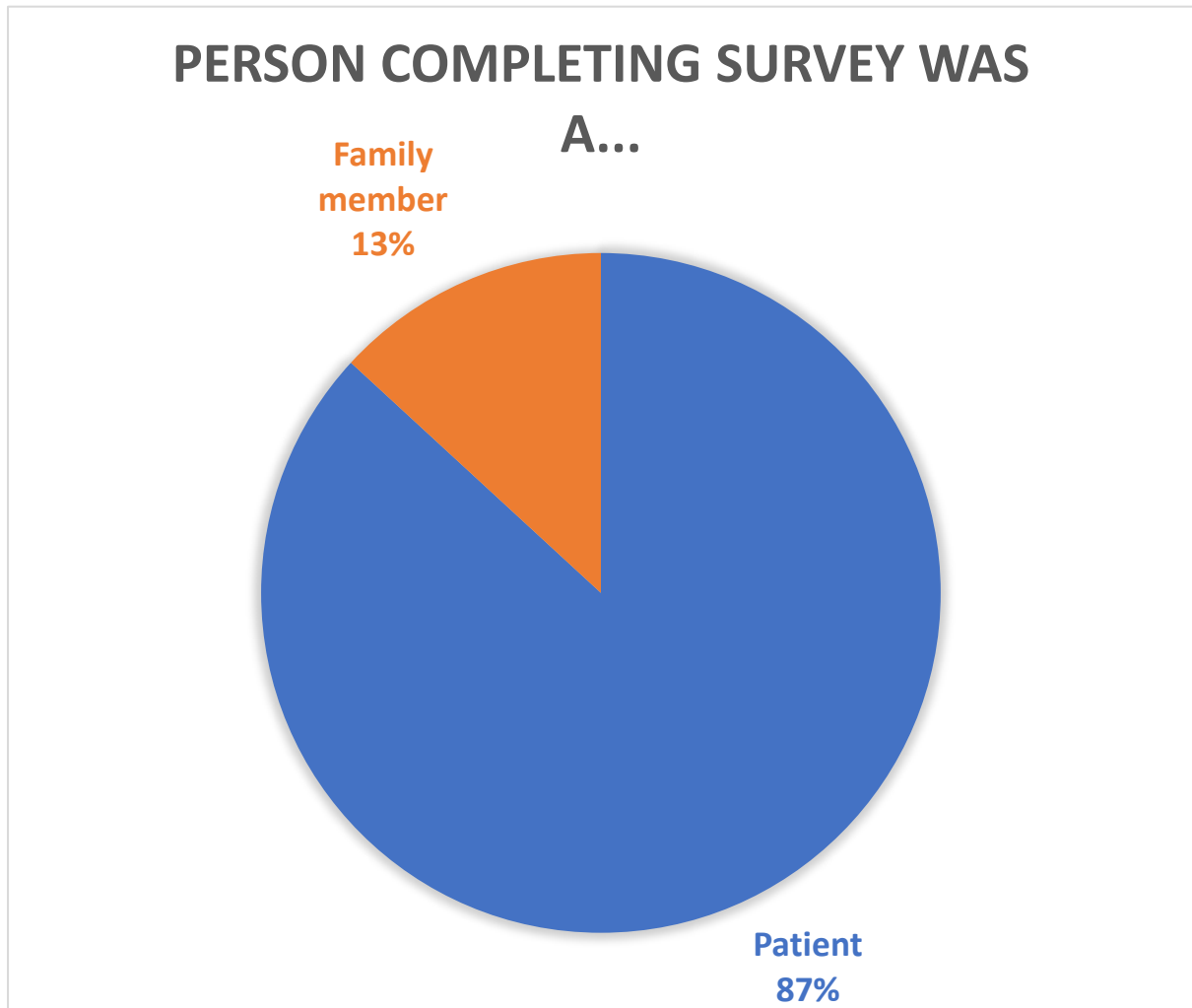
The following report outlines the findings from the online and face-to-face survey conducted into the patient appointments, waiting times, and the quality of communication offered by Southampton Ophthalmology Department. The findings are based on 33 online survey responses and five face-to-face interviews. The same survey questions were used in both the online and face-to-face questionnaires.

This report is broken down into 9 sections. Each section relates to one question from the survey. Questions 2 – 7 have two parts. The first part of the question is quantitative and the second is qualitative. The findings of quantitative part of the question are reported using a pie chart of the answers with associated text that summarises the main finding from that part of the question asked. The qualitative part of the question is reported as the verbatim comments of the person completing the survey. These comments will be used to form the narrative of this survey. The section headings are a copy of questions asked.

The question relating to who filled out the survey and the protected characteristics questions only have a quantitative part and are reported using only pie charts. Question 8 gave the responder the chance to add any further comments. This section is reported using only the comments text.

The protected characteristics findings do not include results from the face-to-face survey responses.

QUESTION 1 - Are you a...



The majority of people completing the survey were patients using the services offered by the Ophthalmology Department. The family members who completed the survey were either parents of or children of the patient.

QUESTION 2 - How long did it take to receive an appointment at the Southampton General Hospital Ophthalmology Department from when you were referred?



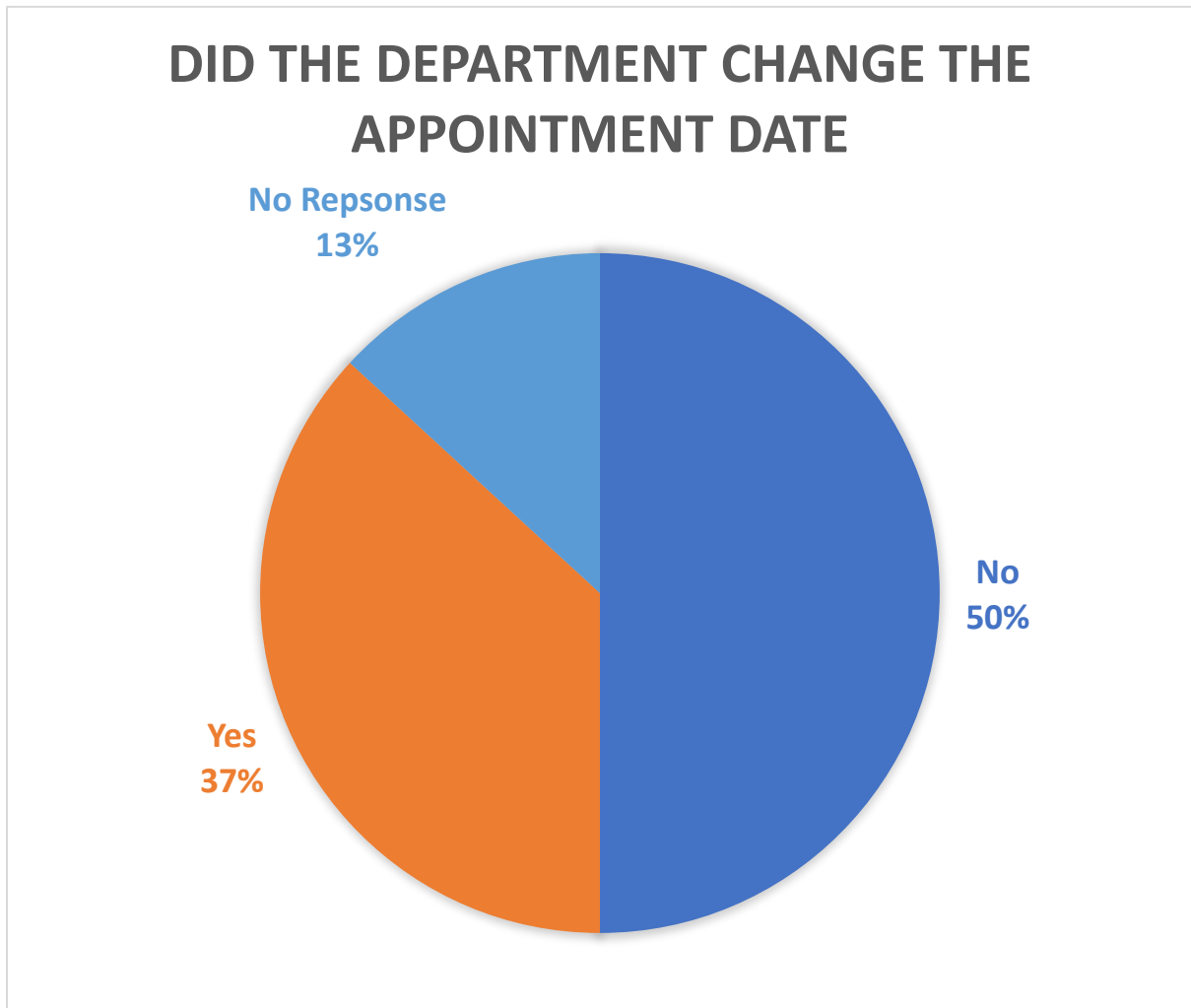
Of the people that responded to question 2, nearly two thirds (66.3%) were seen within a 3-month period.

The 21% who stated that it took more than six months did not specify how long it took, therefore it is not clear from the results what the exact timescales were for the longer waiting times.

Do you want to tell us more about the time you had to wait to receive your appointment?

- Referral from different hospital I was initially seen at, to Southampton was not processed when it needed to be.
- Emergency only - 2.5 hours
- It is what it is, nothing patients can do about it
- It kept getting cancelled due to lack of consultants - I was waiting to be assessed for glaucoma so at risk of losing my sight
- I visit about once month. I have two eye problems. I always have to wait a long time. Firstly, to have the drops (one hour) ,then to see the specialist or more usually to have injections in the eye.2hours.)
- It kept getting cancelled and moved. Then we got told they had forgotten about us when calling the doctors secretary
- I'm a long-term patient so I will quote my last appointment. Consultant said her wanted to see me in two months' time to discuss operation, when I receive the appointment several weeks later the appointment was for over a year.
- Was told 3 months turned out to be 18 months
- Referred whilst in Neuro rehab
- Too long
- Can't really remember. It was in 2004!
- depends what you have done e.g. mum had scan. and then waited to see consultant. in total this all took approx. 2 hours
- I have RP, which is degenerative and is monitored every year. I had an appointment set for 30/12/2019 which was then changed to 10/02/2020. Shortly before this date, it was again changed, this time to 10/08/2020. I then phoned Proff. Lotery's, the consultant for my clinic, secretary, who rearranged the appointment to 14/04/2020.
- First referred from GP in 1970's and in the past 2 years it has been hard to get an appointment.
- Appointment delayed by 4 months.

QUESTION 3 - Did the Ophthalmology Department change your original appointment to a later date?



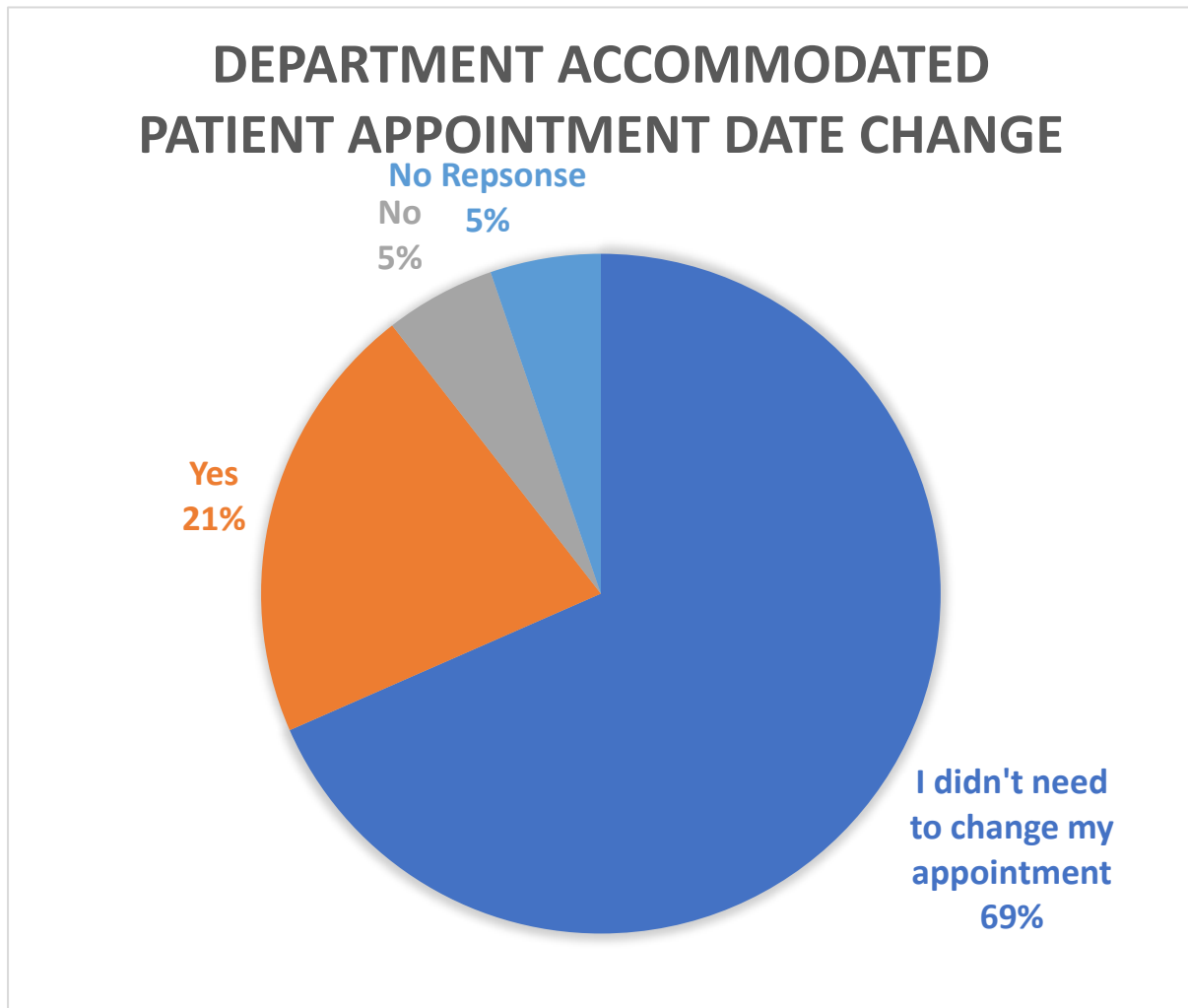
Of the people that responded to question 3, 57.5% did not have a change to their appointment date, however, 42.5% did see a change to their original appointment date.

All the narrative comments relating to this question are from the 42.5% who had their appointment dates changed by the Ophthalmology Department.

Do you want to tell us more about any changes made to your appointment by the Ophthalmology Department?

- Changed twice
- "Glaucoma Consultant - It was cancelled several times - the last by phone only days before and told they would call me or send a letter for new appointment and this did not happen so after several months I started to phone them but still took a long time to secure an appointment.
- Cornea Consultant - My appointments to see the cornea consultant also are later than the number of months that the consultant has asked to see me again and also get changed to make them even later again (consultant puts to be seen in 3mths but generally sent appoint for 5-6mths later and then this get changed to a month or 2 later again so it is between 6-8mths when seen verses 3mth"
- tend to have appointments changed by the hospital.
- Five times it got changed to later times. This is a constant thing with Southampton eye unit. Why is it the worst run eye unit in the U.K. according to NHS records?
- They have a number of times altered my appointments at a later date or they tell you if you request an earlier appointment than the one given as outside what the consultant said at clinic they say they don't have the capacity and that you are on a spread sheet and will try later if available but it never is.
- After a year waiting was changed to 18 months
- Three to nine months
- My annual review has been postponed by 6 months, from November to April. As my condition is stable this is not a problem.
- It happened regularly
- Told no appointments available

QUESTION 4 - If you needed to change your appointment date, did Ophthalmology Department accommodate your request?



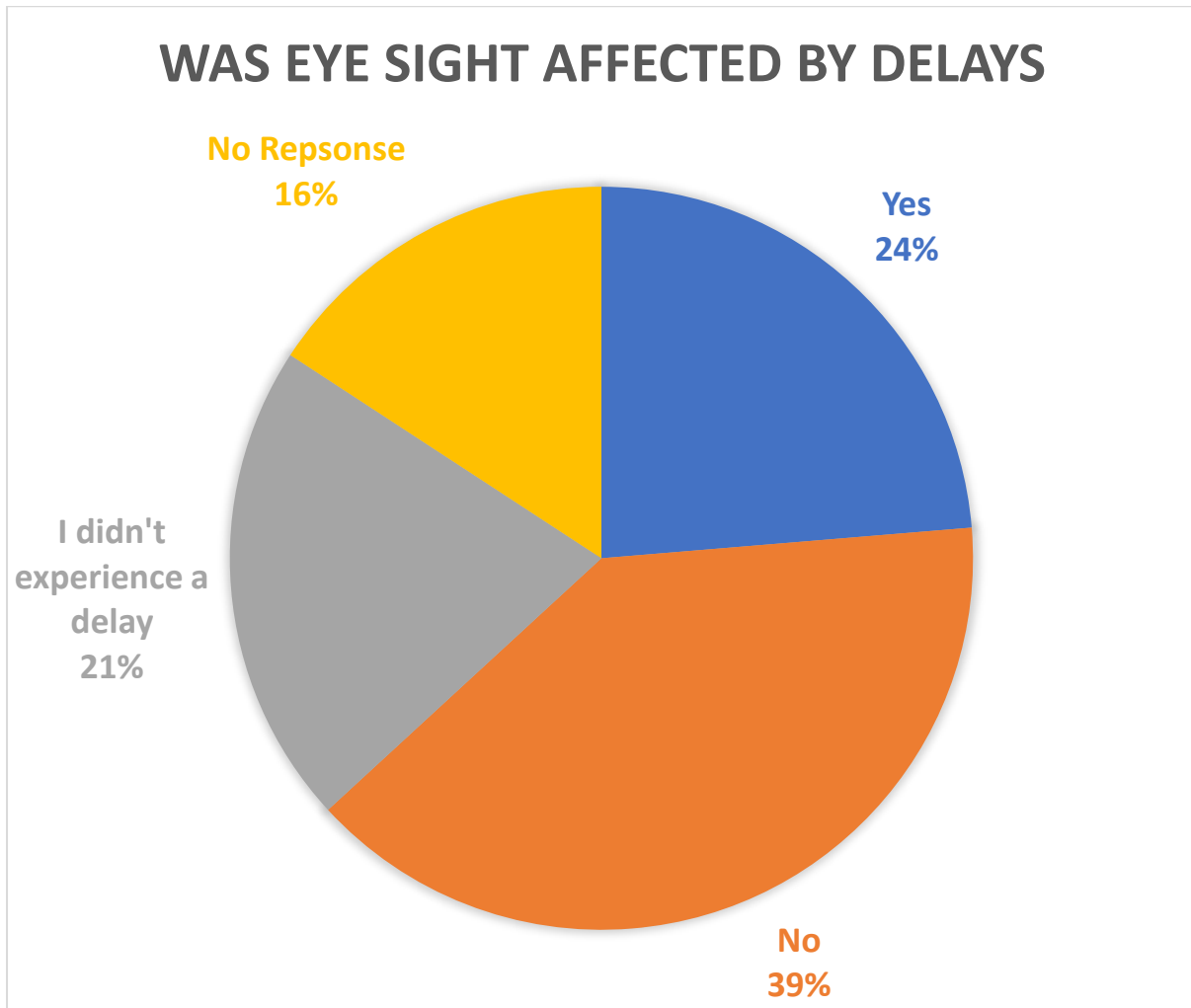
Of the people that responded to question 4, most (72.6%) of the patients using the Ophthalmology Department did not need to make changes to their appointment dates. Of the patients that did need to make changes to their appointment, 80% were accommodated by the Ophthalmology Department.

Despite only the statistic that only 5% of patients needed to change their appointment date, there appears to be proportionately more negative comments about having to change appointment dates.

Do you want to tell us more about your experience of changing your appointment?

- but it meant several months being added on to my appointment date on letter even though I have asked them to put on my record I need a morning clinic appointment and cannot go to an afternoon clinic appointment as I do not have a PA to accompany me in afternoon
- It's annoying and more so when they say three months come back as important but it's 18 months later and the rude staff and nurses do not help.
- As mentioned, before they say they don't have the capacity and you are on a spread sheet and will notify you if available, but they never do.
- They were extremely helpful.
- Inconvenient
- department very helpful

QUESTION 5 - If you experienced any delays, did the delay impact on your eye sight in any way?



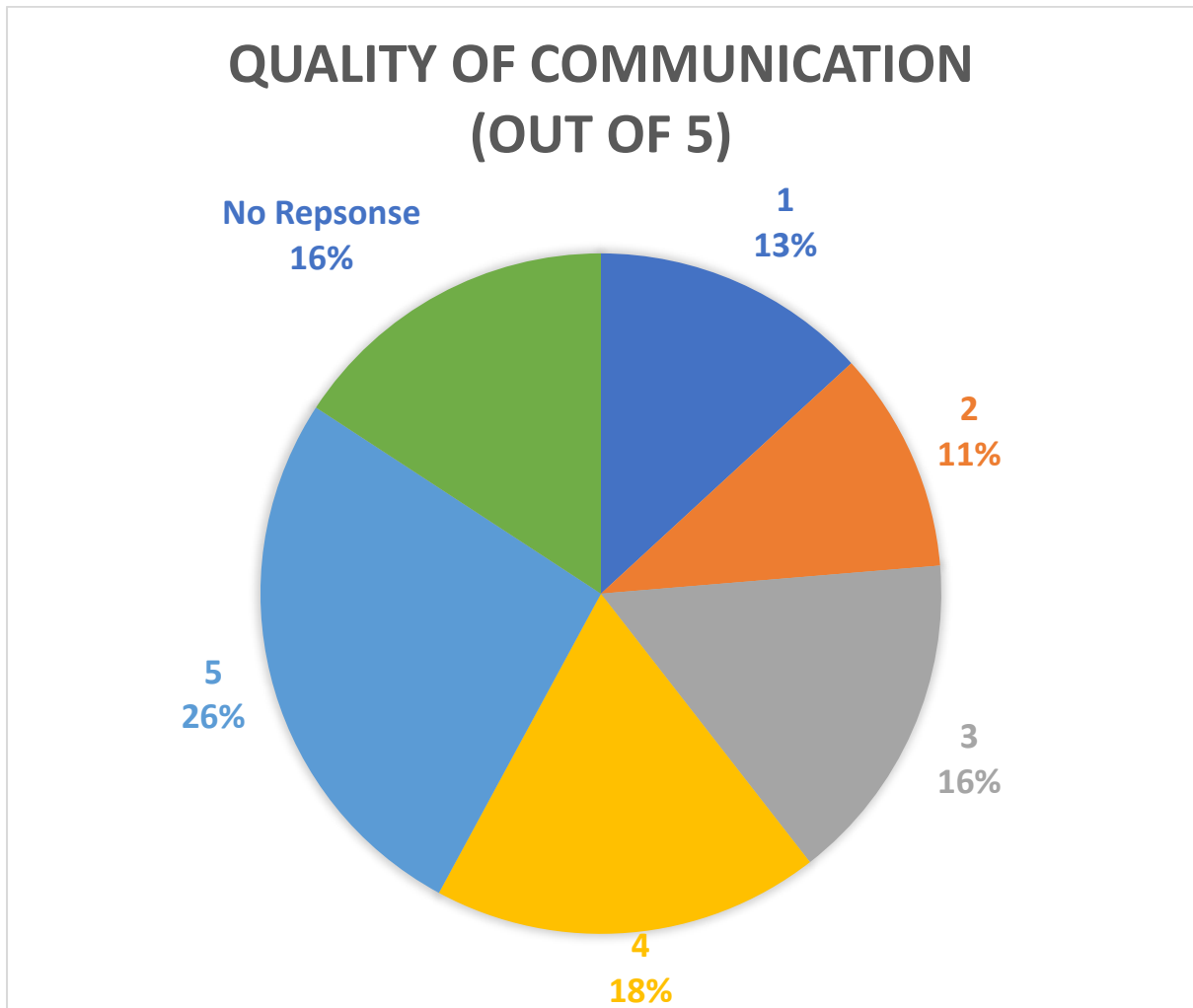
Of the people that responded to question 5, a significant number of patients (28.6%) reported that delays to their appointment date had a negative impact on their sight.

From the comments relating to this question, some of the negative impacts on patient sight as a result of delays to receiving treatments could be related to significant health issues related to patient eyesight. One patient also highlighted the affects on mental health due to experiencing a delay.

Do you want to tell us more about the impacted on your eyesight caused by delays your appointment?

- More anxiety as to whether my symptoms indicated a risk of going blind, which is present in my rheumatological condition
- The new appointment hasn't happened yet it's in two weeks
- but not permanently
- I need treatment to my left eye, the one that has the injections, I also need a cataract removed from that eye. I cannot see with it.
- Going from partially sighted to severe sight impaired due to waiting time!! It's terribly run and needs new managers to run the dept. Sort the 5 hours wait to see a doctor for five mins.
- Fields appointments are always full, I used to get one every 6 months to monitor my glaucoma, but it was levy over a year and I lost some vision in the process that possibly could have been avoided or picked up and medication adjusted.
- Yes, if spotted earlier treatment could have started. I know have cancer.
- Severe pain in eyes.
- Needed a check up
- There was probably no physical damage, but not being able to ask about the potential effects of some recent changes in my vision was disconcerting.
- Waiting time for an appointment was 3 years and this has caused a deterioration in my eyesight. I had laser eye treatment done in Moorfields London and moved to Southampton and there was no follow up. The treatment didn't involve any more than checking pressure on eye. They haven't stopped the deterioration.
- I experienced delays following surgery and lost most of my sight. The hospital has admitted liability and it's gone to court.
- My eyesight wasn't impacted

QUESTION 6 - How would you rate communications you have received from the Ophthalmology Department?

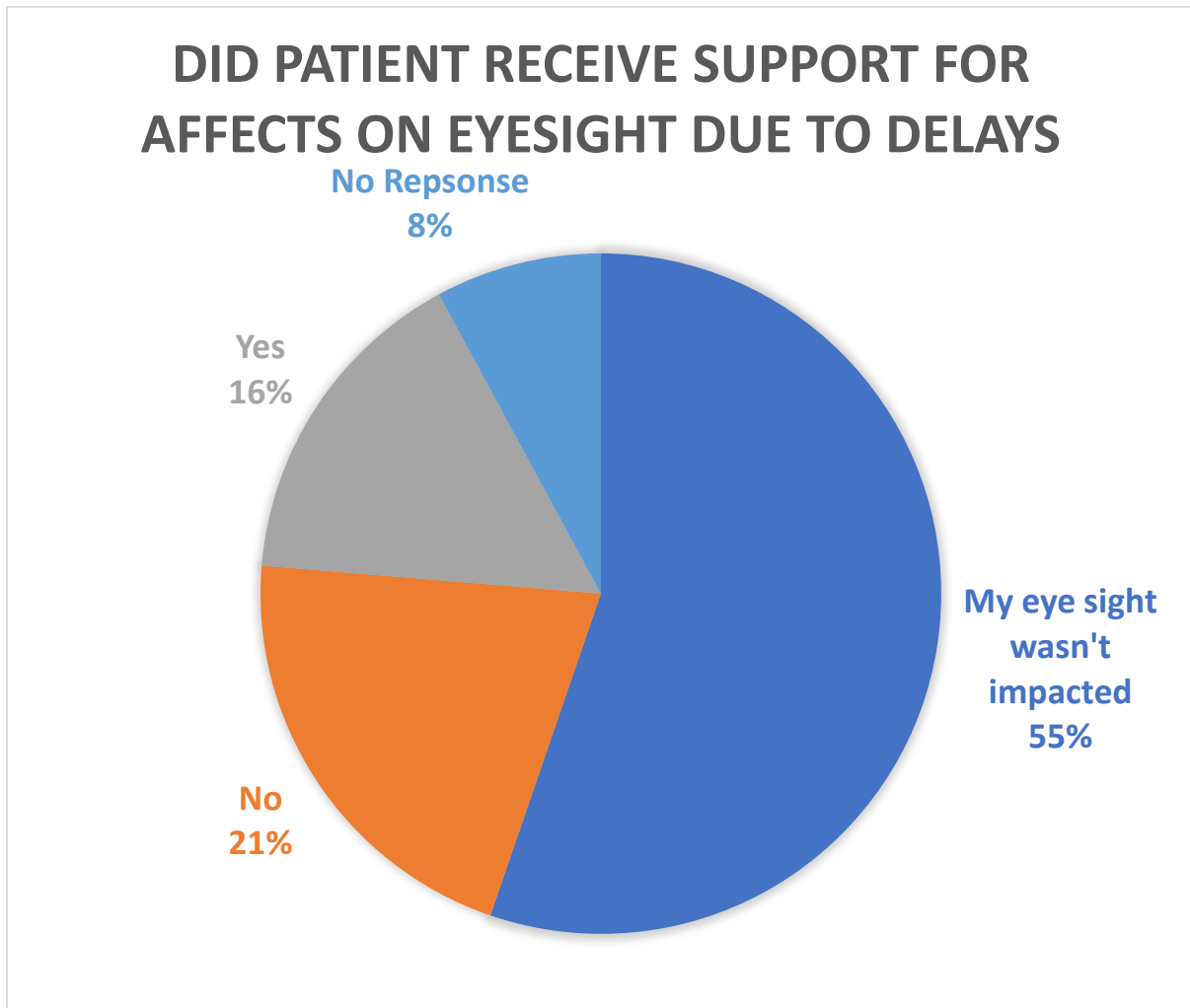


From the responses to question 6, over half (52.4%) rated the communication as 4 or 5 out of 5. If 3 out of 5 is considered adequate, then nearly three quarters (71.4%) the people responding to this question rated the communication as adequate or better. The patients who were not happy with the communication provided appear to make up the majority of comments related to this question; however, one patient has rated the communication as “excellent” and “better than some other eye units.”

Do you want to tell us more about the communications you received from the Ophthalmology Department?

- Generally good.
- Shame no minis. Whole department badly run, lazy nurses chatting making drinks to doctors who roll in late.
- Scribbled barely legible notes that even I (fairly good eyesight) had difficulty reading.
- Patients booking when you phone always the same answer, they don't have capacity there they are unable to help. Have on occasion phoned the consultants secretary who said they would phone back and didn't. On a positive side the eye casualty when contacting them, spoke to sister and she sorted out the problem and gave clear advice, thank you to her excellent help.
- Very poor plus poorly run. All the staff seem to be depressed.
- Small print and rude staff.
- As a regular patient the last few years I have had appointments continually changed
- It took 3 years to get any results on paper, which felt like a long time to wait after several appointments
- I have always had excellent communications with this department. Also, the letters sent out are better than some other eye units I have dealt with. Appointment date, time and location are very clear.
- Nothing special
- No, but the first page of this survey was impossible to read! Very small very light sloping print!
- The letters were clear but having the option of parallel email copies of these would be useful as accessibility software such as screen magnifiers and readers can be easier than trying to use a magnifying glass.

QUESTION 7 - If your sight loss was affected, did you receive support from the Ophthalmology Department?



Most of the people that responded to question 7 either received support as a result of sight loss or stated that their eyesight was not impacted by delays. However, just over 1/5th of patients felt they received no support as a result of the sight loss.

Do you want to tell us more about the support you did or didn't received as a result of your sight loss?

- Once they had examined my eyes thoroughly, the doctor was able to reassure me, but not until I had experienced a dismissive triage nurse who showed no empathy for my concerns.
- I have not had advice about the cataract on my left eye. Two consultants said I will get the cataract dealt with, but nothing happens.
- No one offers help. You ask they just say see you in three months or speak to someone opposite the main desk. Then as no one is there they say slice a note under the door. It's terrible against other eye units.
- Sent back to Royal Bournemouth for follow up.
- Yes, had to have an operation to avoid further loss
- I was just sent home with a certificate.
- Never offered anything.
- Have difficulty seeing close up, no support
- they tried very hard to save but it didn't work out and then she died from other issues
- Some appointments have been postponed, I wondered if this was due to staff shortages?
- My eyesight has degenerated over more than 40 years and I've had most of the help I've needed from Access to Work to stay in my job, and subsequent training, organised through DWP, at RNC and continuing more recently in Southampton with Sensory Services.
- Only support received from Southampton Sight since 2016
- I received support from the surgeon.

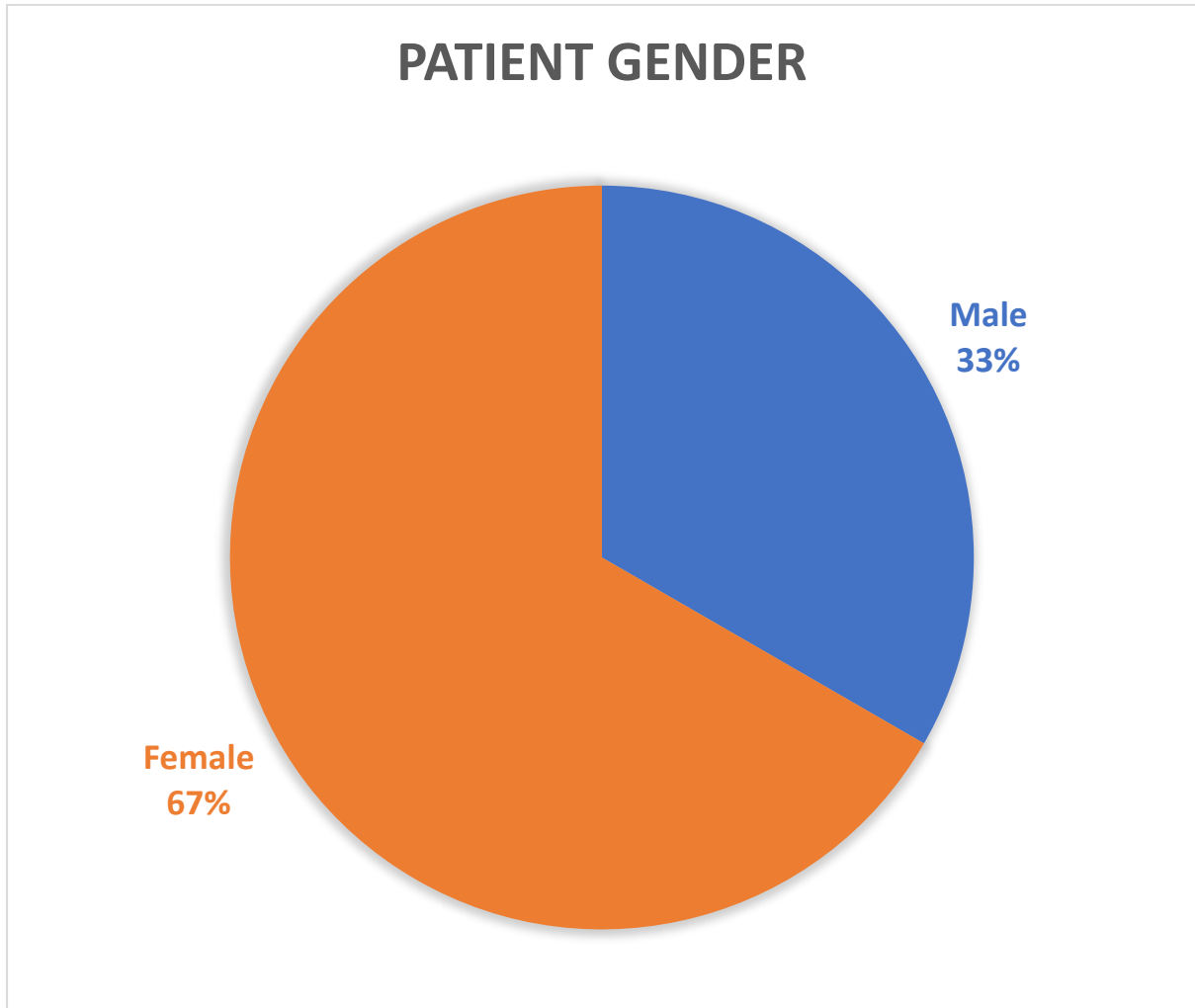
QUESTION 8 - Is there anything else you would like to tell us about?

- I was more than happy with the service I received. Thankyou.
- We are quite satisfied
- Excellent support for my daughter who was very nervous. She now wears her glasses with no fuss.
- "The staff are always helpful.
- The time waiting is very frustrating.
- The uncertainty and lack of information about the treatment is worrying."
- Why is there so long waiting when it could be better run. Also, how at 9am can a clinic be 2 hours late? It's a disgusting shamble.
- No support after diagnosis
- My son diagnosed with RP although they said it wasn't the normal "fault" on the RP gene. They said they could check the chromosomes for other family members who have sight problems. No explicit instructions how to go about this. We were told that was it. My son could be registered blind and that was that. We left Southampton and the huge number of clients that are obviously all called in on the same day. A couple of times since my son has been called to Royal Bournemouth Eye Unit to do (as far as I can tell) the same old tests...several of which he cannot do at all (see the large letter on the chart) , see anything in the colour blind book...No No No No and like that all through the book (again).
- I would rate the care that I received as excellent - I attended for emergency treatment (detached retina) and was operated on the same day. The follow up care was very good and the professionalism of all the staff I encountered was superb.
- Money is always an issue in any hospital department i.e. the lack of it to provide additional services, realise it takes time to train staff however people are going blind every day, people with cataracts because they have to wait so long for an operation lose their independence in ways we all take for granted, sight loss isolates people , affects mental health and has an impact on caters if they have one but are elderly and live alone. Having an eye clinic support office there at all clinics would allow people to get more information, support with daily living and emotional support, clearly staff are very busy and don't have time .
- Please, please manage the department better. Sort the four-hour waiting times. Also loose the horrible coloured chairs.
- Over the years waiting time has got worse. How can a clinic be delayed an hour at 8.30, then two hours at 9am?
- There is a gap between being diagnosed and receiving support and advice as there is no proper patient support team on site all the time at the eye hospital
- It would be helpful to receive a txt message before appointments as I receive my appointments 6-8 months in advance. Having little eyesight, it can be difficult to remember when my next appointment will be.
- I have sight in one eye. This eye developed an aggressive cataract. I was referred to the ophthalmology department but was very unhappy with the way I was assessed. I referred myself to the Spire and at great expense to myself I had the cataract removed

- "I have regular treatment at the department and recently I had to have emergency treatment. I have found the service to be excellent but persistently struggling through lack of resources. A six-month delay for monitoring is not acceptable.
- The friends of the eye unit who provide refreshments are wonderful. A big thank you to everyone who works there!"
- Are there any gadgets that would help me?
- Between c. 2015 and c. 2018 I had to phone on several occasions to find out why I had not been given an appointment in the time period requested by my doctor. They were struggling with the workload and were doing their best, so I found the number of my consultant's secretary and phoned to ask for help. They always obliged. Both my eye conditions have been under control for over a year, so I haven't needed to use my initiative to get an appointment recently. Not all patients will know how to "work the system". My doctors have told me what symptoms to look out for and phone Eye Casualty, which I had to do several times a few years ago. It was a very good facility.
- I found it very helpful. And gave me more confidence.
- Generally, the service has been very good, but i nearly gave up on this survey when I saw the first page which was unreadable to anyone with impaired sight.
- The waiting time in the clinic is notorious for being a long wait. It seems that everyone has got the same appointment time and feels like it's first come first served. Having Said that it is an important clinic to keep functioning.
- I see people waiting for hours to be picked up some in wheelchairs sat a long time, I have seen their distress, so not necessarily for myself but for those I see without a voice and have no knowledge of this survey. It was only a neighbour that told me of this survey. Consultants must have some idea of the waiting list so to say to a patient see you in two months' time and the patient gets an appointment over a year later that can't be changed, how realistic are they about the eye unit's capacity to meet his/her expectation to see them in the given appointment time.?
- Didn't experience delays.
- Discussions with Consultants didn't happen in a private room. There were dividers in room, so I could hear conversations with other patients.
- I feel let down by the hospital as they didn't act on the deterioration in my eyesight.
- There is an administrative problem that needs addressing regarding appointments
- At times staff on reception are not helpful in their manner.

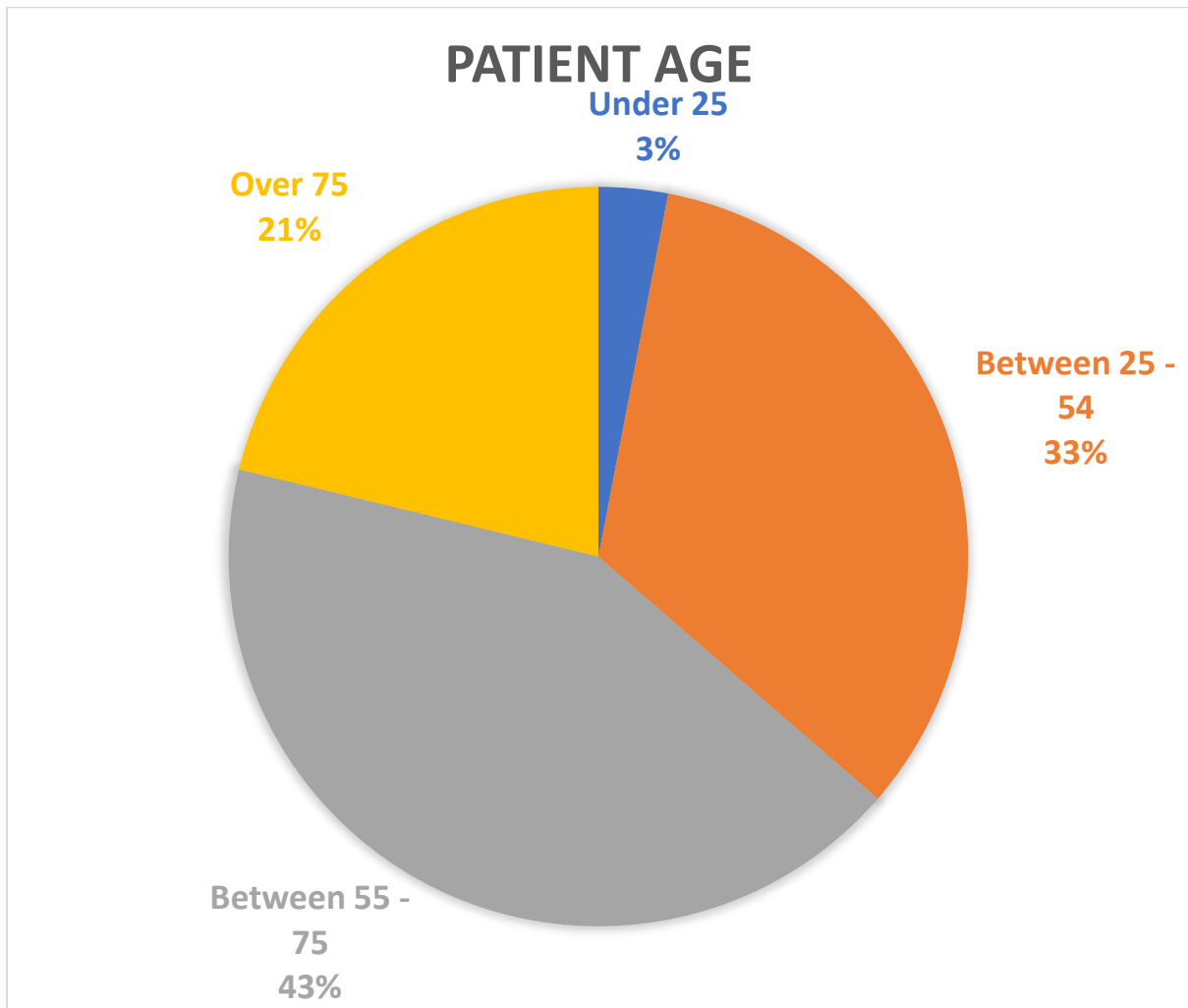
PROTECTED CHARACTERISTICS

Gender of patients



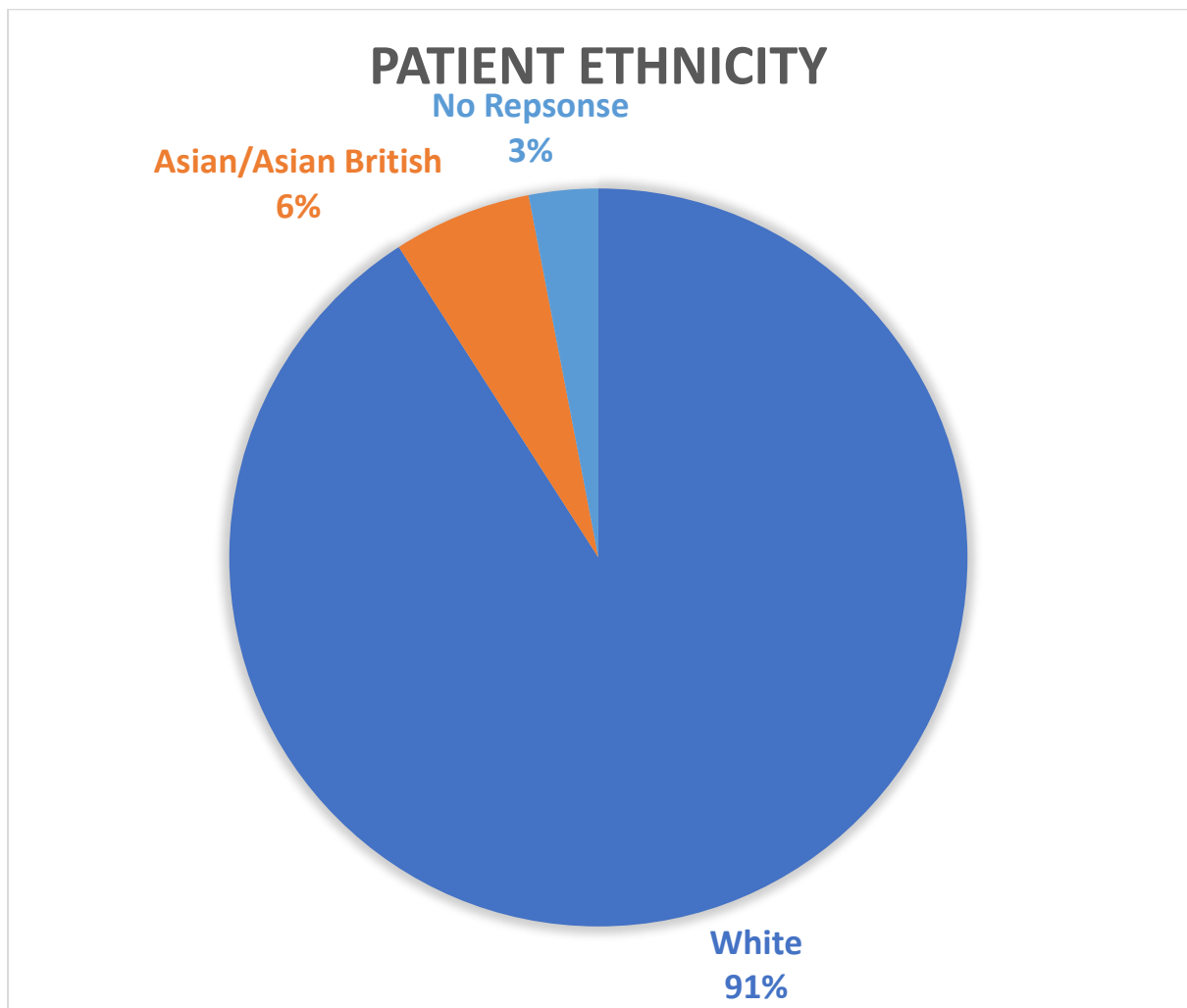
There is a 2:1 ratio of women to men who responded to this questionnaire.

Age of patients



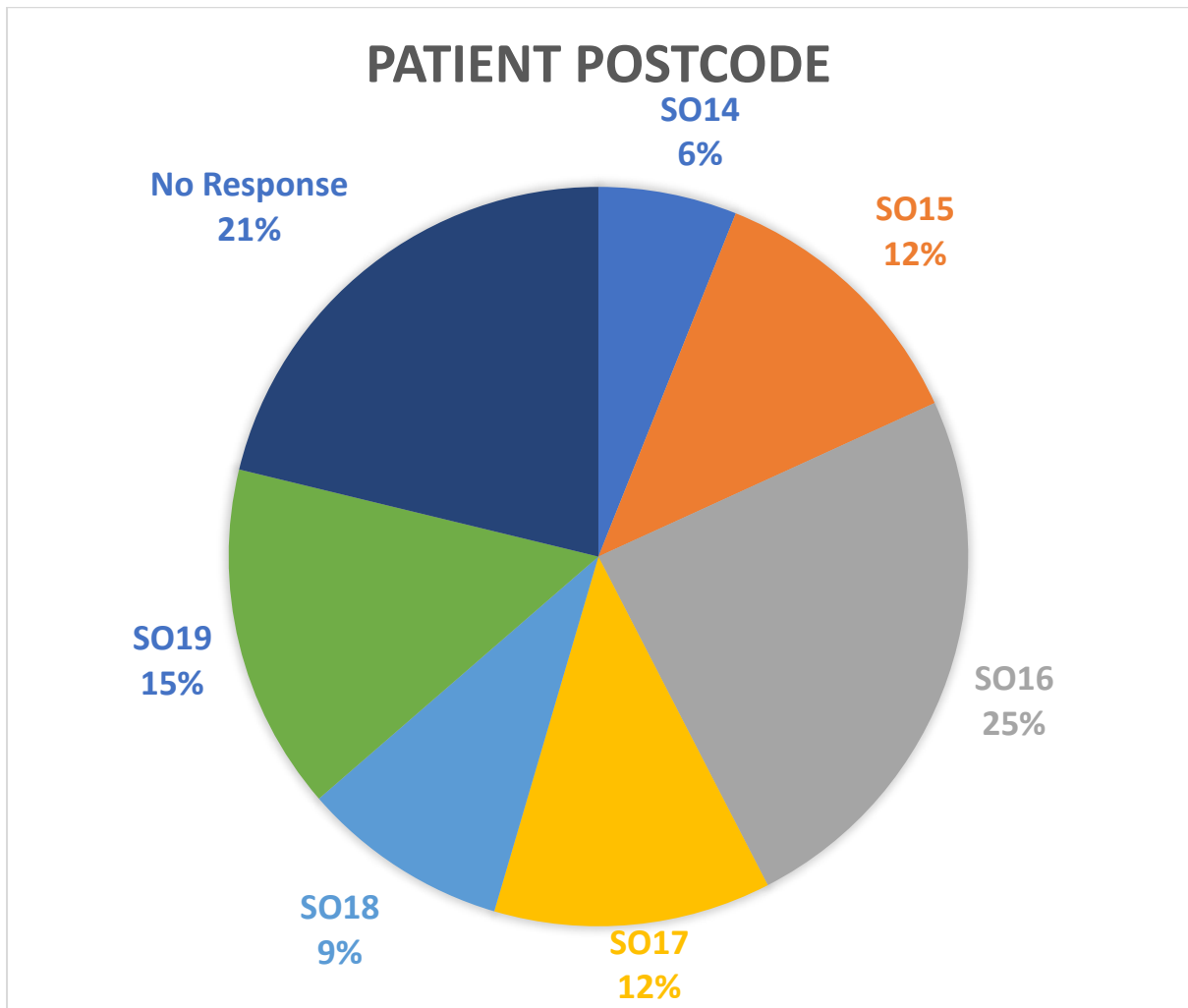
Two thirds of the patients in this survey were over the age of 55, however one patient was under 25.

Ethnicity of patients



All but two patients in this questionnaire were white.

Postcode area of patients' residence



The patients in this survey live in all six postcode areas of Southampton. The largest number of patients came from SO16.