WAEH
WORLD
ASSOCIATION
OF EYE HOSPITALS

PEI-FEN LIN

Firstname: Pei-Fen
Surname: Lin
Eye Hospital: Moorfields Eye Hospital (Croydon Eye centre)
Country: United Kingdom
Function: Service improvement project for urgent eye care

Urgent eye care - Moving from an unpredictable walk-in service to triaged rapid access

1. How we moved from a walk-in urgent care service to an electronic referral and triage rapid access clinic
2. Patient and staff engagement in change - what we learned
3. Reducing inappropriate attendance in an emergency eye clinic, improving patient and staff experience as a result
4. Working with a whole healthcare community- primary care, intermediate care and general hospital teams - to bring joined up change
5. Audit results of the impact of change

Summary

• How we engaged with patients, our own team & healthcare staff across the community – primary care, commissioners, local secondary care - to design and deliver change.
• Understanding our emergency patient flow – and ensuring that we could divert it appropriately.
• Using electronic referral and triage to prevent inappropriate attendance rather than triage at the door.
• The impact of delivering the change – 25% reduction in attendance in the first 8 weeks – and what we have been able to do differently.
• Patient experience – pre and post change in process, reduced journey times, ability to appropriately prioritise patients according to need.
• How we communicated change to patients and referrers.
• Audited outcomes – how we delivered change safely and without compromising the quality of care for patients.
• Sharing learning with referrers and the community – using referral data to share learning about common eye conditions in our community and how we could manage them differently.
• Next steps – integrating referrals proformas into primary care IT, working in partnership with a minor eye conditions service in the community, future ability to review imaging remotely and offer acute advice.