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Introduction

This report has been produced by the Board of Community Health Councils on behalf of the 7 local Community Health Councils in Wales.

Community Health Councils (CHCs) are the independent watchdog of NHS services within Wales and we seek to encourage and enable members of the public to be actively involved in decisions affecting the delivery of healthcare for their families and local communities.

CHCs seek to work with the NHS, and regulatory bodies to provide the crucial link between those who plan and deliver the National Health Service in Wales, those who regulate it, and those who use it.

CHCs maintain a continuous dialogue with the public through a wide range of community networks, direct contact with Patients, families and carers through our Enquiries Service, Complaints Advocacy Service, Inspections and Monitoring Visits and through public and Patient surveys.

There are 7 CHCs in Wales who represent the “Patient voice” within their respective geographical areas.
Background

It has been recognised by Welsh Government, the Royal College of Ophthalmologists, and senior Ophthalmic clinicians that “overwhelmed” Hospital Eye Services in Wales face significant challenges with regards to clinical prioritisation of Patients, delayed treatments and postponed appointments. There is great concern amongst these groups that Patients are at increased risk of losing their sight due to a year on year increase in eye-care outpatient attendances.

To tackle these issues, the Welsh Government initiated the multidisciplinary approach of the Prudent Healthcare agenda, which seeks to make clinical services Patient-centric and ensure that Patients receive the right care, at the right time, in the right place. This is to improve clinical outcomes, ensure Patients have a positive experience and offer clinicians the support they require to meet demand efficiently and effectively.

The Royal College of Ophthalmologists recently published their “Three Step Plan” which seeks to ensure that follow-up Patients (or review Patients) are prioritised in the same way as newly referred Patients, so that hospital systems can monitor and report on follow-up appointment delays. They recognise that follow-up Patients are “8-9 times more likely to have a sight threatening condition that needs long-term monitoring and treatment”.

The Community Health Councils in Wales support these initiatives and have sought to offer a “snap-shot” of the Patients’ views in Wales.

Project Method

To undertake this “snapshot” review, analysis of the Patient experience was conducted in two ways:

1. A review of all eye-care complaints and enquiries received by all 7 CHCs within the last 12 months to ascertain the reason or “subject” of their complaint or enquiry.

2. 6 CHCs took part in a Patient experience survey, this involved each CHC visiting eye-care clinics within their area to “interview” Patients waiting for their eye-care appointments within a hospital clinic. Each CHC made 3 visits to these eye-care clinics to speak with as many Patients as possible. One of the clinics we attended in the Hywel Dda Health Board area was cancelled at short notice, affecting around 24 patients.

Unfortunately, due to staffing pressures and resources, Cwm Taf Community Health Council was unable to take part in the Patient survey exercise, therefore no Patient experience data for the Cwm Taf University Health Board area has been gathered for inclusion in this report. Cwm Taf University Health Board Complaints and Enquiries data is however included.
The purpose of this report is to set out Patient feedback in relation to their personal experiences throughout their clinical eye-care pathway. This report serves to highlight the Patient experience and offer NHS Health Boards a “snapshot” of the national and local view in order to improve thematic issues of concern and share best practice.

CHCs spoke to 175 people to ask them about their experiences with their first appointments, follow-up appointments, inpatient experiences and their initial primary care experience. Below are some key points highlighted within the report:

- High Patient satisfaction with the Patients’ management and care with Primary Care.
- High Patient satisfaction of those Patients who had an inpatient experience to treat their eye-condition.
- The majority of Patients were extremely satisfied with the approach, attitude and treatment given by healthcare professionals. Some individual comments were made about the attitude of some Consultants.
- A number of Patients were concerned with the length of waiting times in clinics.
- Some Patients felt that parking near to and travel distances to eye-clinics was unsatisfactory.
- Some comments were made around the need for better communication regarding cancelled appointments and Patients needing to chase their own appointments.
- Some Patients felt that clearer explanations of their eye condition and treatment is required.
- Some Patients would appreciate refreshments in clinics.
- There were some comments around the continuity of care e.g. seeing different healthcare professionals.
- There was some concern around waiting times between follow-up appointments.
- Some Patients required additional information around what to do if they had any worries or concerns about their condition or treatment.

**Summary**

**Snapshot of Patient’s comments**

- “Opened my eyes to the excellent service given by this department.”
- “If I ever have to call the booking centre they are always so helpful.”
- “Confusion at booking desk caused unnecessary delay for my treatment.”
- “Fantastic”
- “I do not think that I could have better treatment.”
- “Waiting times during initial follow up appointments far too long due to over booking. Now much better.”
- “I don't understand the treatment and diagnosis.”
- “Some follow up appointments were three months late some six months late and some longer…”
- “Long wait for first appointment.”
- “Excellent”
- “Not fully explained my condition.”

If I ever have to call the booking centre they are always so helpful.
Eye-care Enquiries and Complaints

Eye-care Enquiries 2015/2016 (informal)

Enquiries into the Service are considered informal expressions of concern. CHCs are able to make informal enquiries to the NHS on behalf of a concerned Patient, with the intent to resolve the matter and avoid the need for a formal complaint to be submitted.

In 2015/2016 CHCs took 18 informal enquiries about eye-care services from members of the public/Patients. Below shows the “subject” of a Patient's concern.

- Appointments—Delayed/cancelled (2)
- Communication/Information—Lack of information to patient/incorrect information (3)
- Procedures—Non-referral (1)
- Waiting times/delays—Operations (1)
- Waiting times/delays—Appointments (2)
- Waiting times/delays—Waiting times for treatment (9)

Eye-care Complaints 2015/2016 (formal)

Complaints into the Service are considered formal expressions of concern. CHCs support Patients and members of the public in making formal complaints to the NHS that require a formal level of investigation and response from the NHS.

In 2015/2016 CHCs assisted with 28 formal complaints about eye-care services from members of the public/Patients. Below shows the “subject” of a Patient's concern.

- Clinical Practice—Diagnosis (2)
- Clinical Practice—Multiple Aspects (2)
- Clinical Practice—Prescribing (1)
- Clinical Practice—Treatment (6)
- Communication—Information/Lack of information between clinicians (1)
- Procedures—Cancellation of appointment (2)
- Procedures—Cancellation of operations (1)
- Procedures—Procedures (other) (2)
- Services Provided—Commissioning (2)
- Services Provided—Cuts (1)
- Services Provided—Inadequate (1)
- Standards of Care—Fundamentals of Care (2)
- Waiting Times—Appointment (4)
- Waiting Times—Operations (2)
Throughout Wales (excluding Cwm Taf University Health Board area), we spoke to 175 people about their eye-care experiences. The chart below shows a breakdown of which Health Board area a Patient resided.

When asked which clinic the Patients were under, the below graph shows the Patients’ response.

Abertawe Bro Morgannwg University Health Board area
The results below show the key themes that 42 Patients offered feedback around in relation to their eye-care experiences during their first appointments and follow-up appointments within the Abertawe Bro Morgannwg University Health Board (ABMuHB) area:

- 5 Patients waited longer that 26 weeks for their first appointment from referral (all routine).
- 6 Patients stated that their follow-up appointments did not take place on time.
- 2 Patients stated that their first appointment was cancelled/rearranged by the Health Board.
- 10 Patients stated that their follow-up appointment was cancelled/rearranged by the Health Board.
- 9 Patients felt that their first appointment was subject to unnecessary delays, 3 of whom (all Cataracts) felt that their eye-condition worsened during that time.
- 9 Patients felt that their follow-up appointment was subject to unnecessary delays, 2 of whom (both Glaucoma) felt that their eye-condition worsened during that time.
- 38 Patients were either satisfied or very satisfied with the appointments booking process for their first appointment.
- 29 Patients felt that the healthcare professional listened to their concerns and wishes during their first appointment. 8 Patients were unable to comment as it was their first appointment that day.
- 29 Patients felt that the healthcare professional listened to their concerns and wishes during their follow-up appointment. The remaining 13 Patients did not answer the question, there were therefore no negative responses to this question.
Patient Survey Results

Abertawe Bro Morgannwg University Health Board area

- 26 Patients felt involved in the decisions made around their care during their first appointment, 10 Patients were unable to say as it was their first appointment that day. 6 Patients did not answer the question, therefore, only 1 Patient stated that they did not feel involved but was ultimately happy with their experience during their first appointment.

- 29 Patients felt involved in the decisions made around their care during their follow-up appointment. 12 Patients did not answer the question, therefore, only 1 Patient stated they did not feel involved but was ultimately “very satisfied” with their care during their follow-up appointments.

- Of the 42 Patients, 26 stated that they received their diagnosis during their first appointment. 100% of those stated that their diagnosis was explained to them in a way they could understand.

- During follow-up appointments, 30 Patients stated they had received their diagnosis and again, 100% of those stated that their diagnosis was explained to them in a way they could understand.

- 28 Patients felt they had received enough information to consent to treatment during their first appointment, 10 were unable to say as it was their first appointment that day and 4 Patients did not answer the question.

- 30 Patients felt they had received enough information to consent to treatment during their follow-up appointment, 12 Patients did not answer the question.

- 17 Patients were offered further information during their first appointment around what to do if they had any worries or concerns about their treatment or procedure, 12 Patients did not feel that this was applicable.

Patient Survey Results

Abertawe Bro Morgannwg University Health Board area

- 19 Patients were offered further information during their follow-up appointment around what to do if they had any worries or concerns about their treatment or procedure.

- 29 Patients felt that they were treated with sympathy, with interest and with respect during their first appointment, 9 Patients were not able to say as it was their first appointment and 5 Patients did not answer the question.

- 32 Patients felt that they were treated with sympathy, with interest and with respect during their follow-up appointment, 10 Patients did not answer the question.

- Following their first appointment, 16 Patients were either satisfied of very satisfied with their clinical experience. 6 Patients felt they were unable to say as it was their first appointment and 20 Patients did not answer the question.

- Following their follow-up appointment, 29 Patients were either satisfied of very satisfied with their clinical experience. 1 Patient was dissatisfied due to their procedure “going wrong” and feels this has resulted in poor vision. 12 Patients did not answer the question.
Patient Survey Results

Abertawe Bro Morgannwg University Health Board area

First Appointment Patient comments

- I thought treatment received was good, treated with sympathy and respect but more support for staff
- good care
- treated well
- very busy but good
- very well, quick and efficient
- well informed on treatment
- satisfactory
- very friendly, but lack of information
- very good
- treated very professionally
- good, happy
- good
- Good - but time waiting to see the Doctor.
- very well indeed, very satisfied

Abertawe Bro Morgannwg University Health Board area

Follow-up Appointment Patient comments

- very well
- good, but late with appointments
- good care given
- can't fault them
- very good/ sympathetic but more staff
- very good treatment
- exemplary but don't over-book appointments!
- appointments are fairly lengthy, several different areas are visited during this time but care is excellent. Brought by ambulance for clinic the day can be long
- Mr Laws has been fantastic over the years we have dealt with him
- no problems
- okay
- clinical time can be a very long wait
- Very Good
- I feel that I am always treated very professionally. I am also pleased that I have someone with me as I am hard of hearing
- received good care but clinic waiting time can be long
- Procedure went wrong, poor vision very rare but not warned it could happen.
- well treated - maybe less waiting time - but otherwise okay
- wonderful
- well treated - maybe less waiting time - but otherwise okay
Patient Survey Results

Abertawe Bro Morgannwg University Health Board area
The results below show Patient feedback in relation to any inpatient admissions an individual had regarding their eye-care treatment. In the Abertawe Bro Morgannwg area, only 7 of the 42 people completed the inpatient experience survey.

- 1 Patient stated they were being treated for both glaucoma/cataracts. 3 Patients indicated they were being treated for Wet/Dry AMD. 3 Patients did not answer the question.
- All the Patients stated they were either satisfied or very satisfied will the level of communication from staff during the pre-admission process.
- None of the Patients had experienced cancelled or postponed operation dates.
- None of the Patients felt their operations were subject to unreasonable delays.
- Once on the ward, all the Patients felt listen to by their healthcare professionals, felt things were explained to in a way they could understand and felt involved in the decisions made around their care.
- All the Patients felt they received enough information to be able to consent to treatment.
- All the Patients stated that they felt they were treated either with sympathy, with interest or with respect.
- All stated that they were happy with the clinical treatment afforded to them whilst on the ward and were overall either satisfied or very satisfied with their treatment.

Abertawe Bro Morgannwg University Health Board area
The following results show feedback in relation to Patients’ experiences within Primary Care, prior to their Secondary Care referral. 42 people completed the primary care survey for the Abertawe Bro Morgannwg area.

- 15 Patients were referred to the hospital by their GP, 18 Patients were referred by a community health service like their Optometrist. 8 Patients stated “another service” referred them but didn’t indicate which, and 1 person didn’t answer the question.
- 5 people stated that their GP, Community Healthcare Provider or another service first attempted to managed their eye condition before referring them to secondary care. 3 of those Patients stated the condition remained the same following treatment, 2 stated their condition worsened.
- 27 Patients stated they felt they received enough information from primary care to fully understand the suspected problem with their eyes. 10 Patients felt they didn’t receive this level of information and 5 did not answer the question.
- 18 Patients stated they waited over 2 months before primary care referred them to secondary care, 6 of those were cataracts Patients, 2 were glaucoma and none were wet/dry AMD.
- 32 Patients stated that their primary care service provider listened to their concerns and wishes. 1 Patient felt this was not the case and 9 Patients did not answer the question.
- All the Patients (except 2) felt involved in the decisions made around their care and all Patients (except 1) felt they were treated sympathetically, with interest and with respect.
- 32 Patients were either satisfied or very satisfied with their treatment and referral from Primary Care. 6 did not answer.
**Patient Survey Results**

**Abertawe Bro Morgannwg University Health Board area**

Recommendations:

1. Consider the Patient feedback in relation to cancelled follow-up appointments and Patient views that some first appointments and follow-up appointments are subject to unnecessary delays.
2. Share the positive feedback that Patients did feel listened to and felt involved in decisions made around their care by the Secondary Care health professionals.
3. Share 100% positive feedback that Patients felt their conditions were explained fully and in a way they could understand.
4. Ensure that all Patients are informed of what to do if they have any concerns or worries around their condition or treatment.
5. Share the highly positive Patient feedback around inpatient experiences.
6. Share with Primary Care providers the Patient feedback around offering adequate information/explanation to Patients about the suspected problem with their eyes and ensuring that all Patients feel listened to and involved in decisions made around their care.

**Aneurin Bevan University Health Board area**

The results below show the key themes that 38 Patients offered feedback around in relation to their eye-care experiences during their first appointments and follow-up appointments within the Aneurin Bevan University Health Board (ABuHB) area:

- 6 Patients waited longer that 26 weeks for their first appointment from referral (all routine).
- 10 Patients stated that their follow-up appointments did not take place on time.
- 4 Patients stated that their first appointment was cancelled/rearranged by the Health Board.
- 8 Patients stated that their follow-up appointment was cancelled/rearranged by the Health Board.
- 5 Patients felt that their first appointment was subject to unnecessary delays, 2 of whom (Glaucoma and Cataracts) felt that their eye-condition worsened during that time.
- 7 Patients felt that their follow-up appointment was subject to unnecessary delays, 1 of whom (AMD/Cataracts) felt that their eye-condition worsened during that time.
- 14 Patients were either satisfied or very satisfied with the appointments booking process for their first appointment. Of those that were dissatisfied, some stated; that bookings clerks needed to answer the telephone quicker, shorter waiting times.
- 26 Patients felt that the healthcare professional listened to their concerns and wishes during their first appointment. 4 Patients were unable to comment as it was their first appointment that day, 4 did not feel they were listened to and 4 did not answer the question. One Patient commented that they did not know what “AMD” meant.
Aneurin Bevan University Health Board area

- 20 Patients felt that the healthcare professional listened to their concerns and wishes during their follow-up appointment. 1 Patient stated that medical staff did not listen to their concerns. The remaining Patients did not answer the question.

- 24 Patients felt involved in the decisions made around their care during their first appointment, 5 Patients were unable to say as it was their first appointment that day. 4 Patients did not answer the question, therefore, 5 Patients stated that they did not feel involved but 4 of those were ultimately happy with their experience during their first appointment.

- 22 Patients felt involved in the decisions made around their care during their follow-up appointment. 2 Patients stated they did not feel involved, 1 of whom was ultimately “satisfied” with their care during their follow-up appointments, the other felt that clinics were overbooked. The remaining Patients did not answer the question.

- Of the 38 Patients, 24 stated that they received their diagnosis during their first appointment. 100% of those stated that their diagnosis was explained to them in a way they could understand.

- During follow-up appointments, 19 Patients stated they had received their diagnosis and again, with 1 Patient stating that their diagnosis was not fully explained (Wet/Dry AMD).

- 26 Patients felt they had received enough information to consent to treatment during their first appointment, 5 were unable to say as it was their first appointment that day and 2 Patients did not feel they received enough information, 1 of whom was a post-operative cataracts Patient.

Aneurin Bevan University Health Board area

- 15 Patients felt they had received enough information to consent to treatment during their follow-up appointment, 1 Patient felt they required more information to take away with them; such as the Macular Society’s webpage. The remaining Patients did not answer the question.

- 21 Patients were offered further information during their first appointment around what to do if they had any worries or concerns about their treatment or procedure, 7 Patients did not feel that this was applicable and 3 Patients stated they were not offered this further information and felt it would be helpful.

- 13 Patients were offered further information during their follow-up appointment around what to do if they had any worries or concerns about their treatment or procedure.

- 26 Patients felt that they were treated with sympathy, with interest and with respect during their first appointment, 1 Patients was not able to say as it was their first appointment and 11 Patients did not answer the question.

- 17 Patients felt that they were treated with sympathy, with interest and with respect during their follow-up appointment, the remaining Patients did not answer the question.

- Following their first appointment, 21 Patients were satisfied with their clinical experience. 3 Patients were not satisfied, 1 stating that their diagnosis was a shock (AMD instead of presumed cataract) and one stating they did not like how they were communicated to by Specsavers.

- Following their follow-up appointment, 18 Patients were either satisfied of very satisfied with their clinical experience. No Patients recorded being dissatisfied. The remaining Patients did not answer the question.
**Patient Survey Results**

### Aneurin Bevan University Health Board area

**First Appointment Patient comments**

- 9:30 appointment, still waiting at 11:40am and lack of parking—RGH
- Parking even with blue badge, had to drop wife off and park off-site—RGH
- Parking arrangements are dire—RGH
- Improvement—being told more of what is planned ahead
- Fear of health of good eye as other eye seems to have had long-standing irreparable damage
- Need more information about funding and what you are entitled to
- Opened my eyes to the excellent service given by this department
- I was treated very good
- Very good service
- No complaints
- A different doctor seen every time so no consistency
- Satisfied, but other conditions emerging
- I would probably NOT have the second cataract op if I had known I could lose my sight - change RAPD
- Efficient
- Can’t fault it
- Excellent
- Satisfied—But I wish I could have been in Nevill Hall not Royal Gwent
- Very good treatment

### Aneurin Bevan University Health Board area

**Follow-up Appointment Patient comments**

- Car parking is a nightmare—RGH
- Very satisfactory
- More staff
- Exceptionally good
- Very good
- Extremely satisfied
- Preparation to see consultant disjointed
- Very satisfied
- Appointment letter should have been sent earlier so I didn’t miss appointment
- Very good service
- From consultant disjointed
- Extremely satisfied
- Improve time between eye test - wait - scan - waiting
- Ok
- Medical staff need to speak slower to people with hearing difficulties
- Very good service from Consultant
- Some doctors are more sympathetic and understandable than others
Patient Survey Results

Aneurin Bevan University Health Board area

The results below show Patient feedback in relation to any inpatient admissions an individual had regarding their eye-care treatment. In the Aneurin Bevan area, only 2 of the 38 people completed the inpatient experience survey.

- Both Patients were being treated for Glaucoma.
- Both stated they were either “very satisfied” with the level of communication from staff during the pre-admission process.
- None of the Patients had experienced cancelled or postponed operation dates.
- None of the Patients felt their operations were subject to unreasonable delays.
- Once on the ward, both Patients felt listen to by their healthcare professionals, felt things were explained to in a way they could understand and felt involved in the decisions made around their care.
- 1 of the Patients felt they received enough information to be able to consent to treatment. The other did not answer the question.
- Both stated that they were happy with the clinical treatment afforded to them whilst on the ward and were very satisfied with their treatment.

Patient Survey Results

Aneurin Bevan University Health Board area

The following results show feedback in relation to Patients' experiences within Primary Care, prior to their Secondary Care referral. 29 people completed the primary care survey for the Aneurin Bevan area.

- 6 Patients were referred to the hospital by their GP, 17 Patients were referred by a community health service like their Optometrist. 6 Patients stated “another service” referred them but didn’t indicate which.
- 3 people stated that their Community Healthcare Provider or another service first attempted to managed their eye condition before referring them to secondary care. 1 of those Patients stated the condition remained the same following treatment, 1 stated their condition improved, the other did not answer the question.
- 24 Patients stated they felt they received enough information from primary care to fully understand the suspected problem with their eyes. 1 Patient felt they didn’t receive this level of information and 4 did not answer the question.
- 8 Patients stated they waited over 2 months before primary care referred them to secondary care, 2 were glaucoma Patients, 3 were cataracts, 1 was diabetic, 1 was “dry eyes” and the remaining Patient didn’t know their condition yet.
- 25 Patients stated that their primary care service provider listened to their concerns and wishes. 4 Patients did not answer the question.
- 22 Patients felt involved in the decisions made around their care (1 did not) and all Patients (except 8 who did not answer the question) felt they were treated sympathetically, with interest and with respect.
- 27 Patients were either satisfied or very satisfied with their treatment and referral from Primary Care. 2 did not answer.
Patient Survey Results

Aneurin Bevan University Health Board area

Recommendations:

1. Consider Patient feedback around follow-up appointments not taking place on time.
2. Consider Patient feedback around cancelled first and follow-up appointments.
3. Consider Patient concern around experiencing unnecessary delays for first and follow-up appointments.
4. Consider Patient feedback around telephone access to booking clerks e.g. quicker responses.
5. Ensure all Patients feel listened to and involved in decisions made around their care.
6. Consider Patient feedback that some eye clinics appear “overbooked”.
7. Share 100% positive feedback that Patient felt their conditions were fully explained to them during their first appointments.
8. Ensure all Patients received enough information to consent to treatments.
9. Ensure all Patients are advised of what to do if they have any concerns or worries about their condition or treatments.
10. Share highly positive Patient satisfaction around their overall clinical experience.
11. Share highly positive Patient satisfaction around inpatient experiences.
12. Share with Primary Care providers the need to ensure that Patients fully understand the suspected problem with their eyes and that they feel involved in decisions made around their care.

Cardiff and the Vale of Glamorgan University Health Board area

The results below show the key themes that 15 Patients offered feedback around in relation to their eye-care experiences during their first appointments and follow-up appointments within the Cardiff and the Vale of Glamorgan University Health Board area:

- 10 Patients waited longer that 26 weeks for their first appointment from referral (all routine), however, 2 were AMD Patients.
- 3 Patients stated that their follow-up appointments did not take place on time.
- None of the Patients stated that their first appointment was cancelled/rearranged by the Health Board.
- None of the Patients stated that their follow-up appointment was cancelled/rearranged by the Health Board.
- 3 Patients felt that their first appointment was subject to unnecessary delays, 2 of whom waited between 7–12 months for their appointment and both felt that their eye-condition worsened during that time (neither stated their condition).
- 1 Patients felt that their follow-up appointment was subject to unnecessary delays, this Patient felt that their eye-condition worsened during that time (Wet/Dry AMD).
- 10 Patients were either satisfied or very satisfied with the appointments booking process for their first appointment. 5 Patients were dissatisfied, or very dissatisfied due to waiting times for appointments.
- 12 Patients felt that the healthcare professional listened to their concerns and wishes during their first appointment. 2 Patients were unable to comment as it was their first appointment that day, 1 did not feel they were listened to and felt that their eye cancer had not been fully explained.
Cardiff and the Vale of Glamorgan University Health Board area

- 9 Patients felt that the healthcare professional listened to their concerns and wishes during their follow-up appointment. 1 Patient stated that they did not feel listened to due to the unit being understaffed and having to “deal with the publics concerns of cancelled clinics”, follow-up waiting times and treatments not given. The remaining Patients did not answer the question.

- 12 Patients felt involved in the decisions made around their care during their first appointment, 2 Patients were unable to say as it was their first appointment that day. 1 Patient did not answer the question, therefore, Patients left no negative response to this question.

- 7 Patients felt involved in the decisions made around their care during their follow-up appointment. 2 Patients stated they did not feel involved, 1 of whom was ultimately “satisfied” with their care during their follow-up appointments, the other felt that cancer treatment had not been explained satisfactorily. The remaining Patients did not answer the question.

- Of the 15 Patients, 12 stated that they received their diagnosis during their first appointment. 11 of those stated that their diagnosis was explained to them in a way they could understand.

- During follow-up appointments, 9 Patients stated they had received their diagnosis and that this was fully explained to them.

- 11 Patients felt they had received enough information to consent to treatment during their first appointment, 2 were unable to say as it was their first appointment that day, 1 Patient stated this was not applicable to them and 1 did not answer the question.

Cardiff and the Vale of Glamorgan University Health Board area

- 9 Patients felt they had received enough information to consent to treatment during their follow-up appointment. The remaining Patients did not answer the question.

- 8 Patients were offered further information during their first appointment around what to do if they had any worries or concerns about their treatment or procedure, 5 Patients did not feel that this was applicable, 1 Patient stated they were not offered this further information and felt it would be helpful. 1 Patient did not answer the question.

- 6 Patients were offered further information during their follow-up appointment around what to do if they had any worries or concerns about their treatment or procedure. 1 Patient did not feel this was applicable to them and 2 Patients stated they were not offered further information.

- 11 Patients felt that they were treated with sympathy, with interest and with respect during their first appointment, 1 Patient felt they were treated unsympathetically but felt that Nurses were excellent.

- 8 Patients felt that they were treated with sympathy, with interest and with respect during their follow-up appointment, 1 Patient again felt they were treated unsympathetically but ultimately reported that they were satisfied with their experience.

- Following their first appointments, 9 Patients were satisfied with their clinical experience. 2 Patients were unable to say as it was their first appointment that day and 4 Patients did not answer the question.

- Following their follow-up appointments, 7 Patients were either satisfied of very satisfied with their clinical experience. 2 Patients were dissatisfied due to a cancelled operation and lack of information on treatment time scales etc.
Patient Survey Results

Cardiff and the Vale of Glamorgan University Health Board area

First Appointment Patient comments

fantastic

Double check that if clinics are cancelled that all Patients are notified

ok

on the whole nurses were excellent

good

excellent treatment given by all members of staff

excellent

pleased with the care

The only issue was that the ambulance transport was late picking up Patient

very well greeted

They have been really good

The healthcare professional was very complimentary however they should have provided some refreshments seeing as she had waited so long.

Cardiff and the Vale of Glamorgan University Health Board area

Follow-up Appointment Patient comments

good

Good support but waiting times were the issue. Improve waiting times

excellent

On one occasion I was waiting for a 12.30 appointment and the list had been cancelled, I did not know and no one came out to inform me. On another occasion I was waiting for a 5pm operation in the same area only to find out that the place I should be in was short stay surgery.

First appointment good, second great then went down hill attended to be told not to have treatment - caused trauma and anxiety / deterioration in sight but NO info could be told in regard to further appointment / treatment which has caused anxiety / upset.

Treated with care and respect.

don't lose the 1st referral

Quite distressed with all the uncertainty of operation being arranged & then cancelled at very short notice. Received a phone call day before yesterday at 5pm asking if available for procedure to be done yesterday, turned up at hospital was prepped and waited 3 hours. consultant looked at notes and said he was not going to do the operation as I was not on the list and had not seen Patient previously. Hence why at clinic today!

The only issue was that the ambulance transport was late picking up Patient
Cardiff and the Vale of Glamorgan University Health Board area

The results below show Patient feedback in relation to any inpatient admissions an individual had regarding their eye-care treatment. In the Cardiff and Vale area, only 2 of the 15 people completed the inpatient experience survey.

- 1 person was a cataracts Patient, the other did not answer the question.
- Both stated they were either “very satisfied” with the level of communication from staff during the pre-admission process.
- 1 of the Patients had their operation cancelled once, they stated they were not worried about this cancellation, the Patient did not state the reason for this cancellation.
- 1 of the Patients felt their operation was subject to unnecessary delays (cancellation), fortunately, they did not feel their condition worsened during that time.
- Once on the ward, both Patients felt listen to by their healthcare professionals, felt things were explained to in a way they could understand and felt involved in the decisions made around their care.
- Both Patients felt they received enough information to be able to consent to treatment.
- Both were happy with the clinical treatment afforded to them whilst on the ward and were very satisfied with their treatment and offered no suggestions for improvement.

Unfortunately, no Patients completed the Primary Care survey for the Cardiff and Vale area, this report therefore unable to present the view of Patients from this area.

Cardiff and the Vale of Glamorgan University Health Board area

Recommendations:

1. Consider Patient feedback around follow-up appointments not taking place on time.
2. Share positive feedback that no first appointments or follow-up appointments were experienced by the surveyed Patients.
3. However, the Health Board should consider the views of some Patients who felt that first appointments and follow-up appointments were subject to unnecessary delays and that this resulted is some dissatisfaction with the appointment booking process and waiting times.
4. Ensure all Patients feel listened to.
5. Share positive feedback that Patients felt involved in decisions made around their care during their first appointments.
6. Consider the views of some Patients who felt that they were not involved in decisions during their follow-up appointments.
7. Share highly positive feedback that healthcare professionals fully explained conditions to Patients in a way they could understand.
8. Ensure all Patients are advised of what to do if they have any concerns or worries about their condition or treatment.
9. Ensure all Patients are treated sympathetically.
10. Share high Patient satisfaction with their clinical experiences but also note comments around cancelled operations and treatment time scales.
11. Share highly positive feedback around inpatient experiences.
**Hywel Dda University Health Board area**

The results below show the key themes that 18 Patients offered feedback around in relation to their eye-care experiences during their first appointments and follow-up appointments within the Hywel Dda University Health Board area:

- 2 Patients waited longer than 26 weeks for their first appointment from referral (both routine for Cataracts).
- 3 Patients stated that their follow-up appointments did not take place on time.
- 1 Patients stated that their first appointment was cancelled/rearranged by the Health Board on 2 occasions.
- 7 Patients stated that their follow-up appointment was cancelled/rearranged by the Health Board.
- 1 Patient (routine cataracts) felt that their first appointment was subject to unnecessary delays and did feel that their eye-condition worsened during that time (waited longer than 26 weeks).
- 1 Patient felt that their follow-up appointment was subject to unnecessary delays. This Patient was being seen for multiple conditions Cataract/Glaucoma/Macular, they did not specify which clinic appointments they felt were delayed but ultimately stated they were “very satisfied” with their clinical experience during follow-up appointments.
- 12 Patients were either satisfied or very satisfied with the appointments booking process for their first appointment. 1 Patient was dissatisfied, stating the 2 cancelled first appointments as the reason. 5 people did not answer the question.

**Hywel Dda University Health Board area**

- 14 Patients felt that the healthcare professional listened to their concerns and wishes during their first appointment. 1 Patient was unable to comment as it was their first appointment that day, 1 did not feel they were listened to and 2 did not answer the question. The 1 Patient (Cataracts—North Road) who did not feel listened to stated they felt the “attitude of the consultant” was not satisfactory and had concerns that they were “not being told true information”.
- 14 Patients felt that the healthcare professional listened to their concerns and wishes during their follow-up appointment. The remaining Patients did not answer the question.
- 16 Patients felt involved in the decisions made around their care during their first appointment, 1 Patient was unable to say as it was their first appointment that day. 1 Patient (same Patient as point 1 above) stated that they did not feel involved during their first appointment.
- 15 Patients felt involved in the decisions made around their care during their follow-up appointment. 1 Patient stated they did not feel involved, but was ultimately “very satisfied” with their care during their follow-up appointments. 2 Patients did not answer the question.
- Of the 18 Patients, 16 stated that they received their diagnosis during their first appointment. 15 of those stated that their diagnosis was explained to them in a way they could understand. The 1 Patient who raised issue was the same Patient referred to in point 1 above.
- During follow-up appointments, 15 Patients stated they had received their diagnosis, with 1 Patient stating that they had no diagnosis yet (Wet/Dry AMD clinic). 2 Patients did not answer the question.
Hywel Dda University Health Board area

- 15 Patients felt they had received enough information to consent to treatment during their first appointment, 1 was unable to say as it was their first appointment that day and 1 Patient did not feel they received enough information (same Patient referred to in point 1 on the previous page), 2 Patients did not answer the question.

- 16 Patients felt they had received enough information to consent to treatment during their follow-up appointment. 2 Patients did not answer the question.

- 11 Patients were offered further information during their first appointment around what to do if they had any worries or concerns about their treatment or procedure, 1 Patient did not feel that this was applicable and 3 Patients stated they were not offered this further information and felt it would be helpful. 3 Patients did not answer the question.

- 11 Patients were offered further information during their follow-up appointment around what to do if they had any worries or concerns about their treatment or procedure. 4 Patients stated they were not offered this further information and felt it would be helpful. 3 Patients did not answer the question.

- 14 Patients felt that they were treated with sympathy, with interest and with respect during their first appointment, 1 Patient was not able to say as it was their first appointment, 1 Patient felt they were treated disrespectfully by the consultant (same Patient referred to in point 1 on the previous page). 2 Patients did not answer the question.

- 15 Patients felt that they were treated with sympathy, with interest and with respect during their follow-up appointment, 3 Patients did not answer the question.

Hywel Dda University Health Board area

- Following their first appointment, 14 Patients were satisfied or very satisfied with their clinical experience. 1 Patient was not satisfied, 1 was unable to say as it was their first appointment, and 2 Patients did not answer the question.

- Following their follow-up appointment, 15 Patients were either satisfied of very satisfied with their clinical experience. 1 Patient was dissatisfied due to cancelled appointments and the remaining Patients did not answer the question.
Patient Survey Results

Hywel Dda University Health Board area

First Appointment Patient comments

- Received emergency appointment from GP outpatients on the same day
- Not a good environment poor facilities no tea or coffee ladies toilet next to where everyone sits.—Aberaeron
- Excellent
- Very good
- Perfect every time
- I was treated well and with consideration
- Very good treatment
- I do not think that I could have better treatment.
- Cannot fault them
- More details—had concern not being told true information - attitude of consultant

Patient Survey Results

Hywel Dda University Health Board area

Follow-up Appointment Patient comments

- Kept cancelling the appointment
- Paying for car park North road is more expensive that Carmarthen.
- Overall Patient very satisfied.
- Fine
- Good / fine
- Excellent very good
- No complaints
- Pretty good
- Excellent he (doctor) was good

Second injection in May at Amman Valley was not satisfactory. He (Doctor) used a tube which hurt (may not have had enough anaesthetic). It burst a blood vessel in the eye. Resulting in a black eye - it showed after 2-3 days and lasted 10 days. The Patient was hurt the tube was used to keep the eye open to inject the eye. Patient was worried and upset with their treatment. Now she is relieved that everything is fine at Bro Preseli.
**Patient Survey Results**

**Hywel Dda University Health Board area**

The results below show Patient feedback in relation to any inpatient admissions an individual had regarding their eye-care treatment. In the Hywel Dda area, 8 of the 18 people completed the inpatient experience survey.

- 4 Patients were being treated for Cataracts, 1 for Wet AMD and 3 did not answer the question.
- 7 Patients stated they were either “satisfied” or “very satisfied” will the level of communication from staff during the pre-admission process. 1 Patient did not answer the question.
- 3 Patients had experienced cancelled or postponed operation dates. Reasons offered all differed from an incident at the nearby steel works site, A&E pressures resulting in “no beds” and the third Patient stated they were not offered a reason.
- 1 Patient felt their operations were subject to unreasonable delays. This was the Patient that referred to the A&E pressures. During the perceived delay, the Patient felt that their eye condition (cataracts) got worse.
- Once on the ward, 6 Patients felt listen to by their healthcare professionals, felt things were explained to in a way they could understand and felt involved in the decisions made around their care. 2 Patients did not answer the question.
- 6 of the Patients felt they received enough information to be able to consent to treatment. 2 Patients did not answer the question.
- 6 Patients stated that they were happy with the clinical treatment afforded to them whilst on the ward and were very satisfied with their treatment. 2 Patients did not answer the question.

**Patient Survey Results**

**Hywel Dda University Health Board area**

The following results show feedback in relation to Patients’ experiences within Primary Care, prior to their Secondary Care referral. 18 people completed the primary care survey for the Hywel Dda area.

- 4 Patients were referred to the hospital by their GP, 13 Patients were referred by a community health service like their Optometrist. 1 Patient did not answer the question.
- 4 Patients stated that their Community Healthcare Provider first attempted to managed their eye condition before referring them to secondary care. 1 Patient (Wet AMD) stated that they were treated with stronger spectacles and felt their condition worsened prior to referral. 2 Patients had cataracts and also felt this worsened prior to referral. 1 Patient felt their condition worsened but did not state the condition.
- 13 Patients stated they felt they received enough information from primary care to fully understand the suspected problem with their eyes. 1 Patient felt they didn’t receive this level of information and 4 did not answer the question.
- 4 Patients stated they waited over 2 months before primary care referred them to secondary care, 3 were cataracts Patients, 1 did not specify their condition.
- 14 Patients stated that their primary care service provider listened to their concerns and wishes. 4 Patients did not answer the question.
- 13 Patients felt involved in the decisions made around their care (1 did not) and all Patients (except 4 who did not answer the question) felt they were treated sympathetically, with interest and with respect.
Hywel Dda University Health Board area

14 Patients were either satisfied or very satisfied with their treatment and referral from Primary Care. 1 Patient was dissatisfied, they had a same day referral to the hospital eye service however, they had transport needs following treatment and did not feel involved in decisions made around their care. 3 Patients did not answer the question.

Recommendations:
1. Consider Patient comments around follow-up appointments not taking place on time.
2. Consider Patient feedback around cancelled first and follow-up appointments.
3. Consider Patient comments around first and follow-up appointments being subject to unreasonable delays.
4. Share highly positive feedback around Patients feeling listened to, however, also note 1 individuals comments around the perceived attitude of the Consultant and information given.
5. Share highly positive feedback around Patients feeling involved in decisions made around their care, but note the comments of some who did not feel involved.
6. Share highly positive feedback around Patients receiving full explanations of their condition but again note the comments of 1 individual who raised concerns.
7. Ensure all Patients receive enough information to consent to treatments.
8. Ensure all Patients are advised of what to do if they have any concerns or worries about their condition or treatment.

Patient Survey Results
Patient Survey Results

Betsi Cadwaladr University Health Board area

The results below show the key themes that 53 Patients offered feedback around in relation to their eye-care experiences during their first appointments and follow-up appointments within the Betsi Cadwaladr University Health Board area:

- 1 Patient waited longer that 26 weeks for their first appointment from referral (routine for Cataracts).
- 8 Patients stated that their follow-up appointments did not take place on time (1 Wet AMD, 3 Cataracts, 2 diabetic retinopathy, 1 retinal damage following an accident and 1 did not specify their condition).
- 1 Patient stated that their first appointment was cancelled/rearranged by the Health Board, 1 Patient stated that their first appointment was cancelled or rearranged by them and 5 Patients did not answer the question.
- 17 Patients felt that the healthcare professional listened to their concerns and wishes during their first appointment. 4 Patients were unable to comment as it was their first appointment that day. 1 Patient did not feel they were listened to to as they felt there was “not much opportunity to voice my opinion during the appointment - not everybody has the time to listen to what I have to say”. The remaining Patients did not answer the question.
- 39 Patients felt that the healthcare professional listened to their concerns and wishes during their follow-up appointments. 1 Patient felt they were not listened to and stated “there is one doctor that seems to cause problems with pain/not as much anaesthetic as the others” (Wet AMD in ). The remaining Patients did not answer the question.
- 19 Patients felt involved in the decisions made around their care during their first appointment, 4 Patients were unable to say as it was their first appointment that day. The remaining Patients did not answer the question.
- 42 Patients felt involved in the decisions made around their care during their follow-up appointments. 3 Patients stated they did not feel involved and felt that “plain speaking” or “explaining more” would have been helpful. The remaining Patients did not answer the question.
- Of the 53 Patients, 19 Patients stated that they received their diagnosis during their first appointment. 17 of those stated that their diagnosis was explained to them in a way they could understand. 2 Patients felt things were not explained fully with 1 Patient commenting the healthcare professional could have “explained the condition more and recovery information” (they did not specify their condition).
Patient Survey Results

**Betsi Cadwaladr University Health Board area**

- During follow-up appointments, 45 Patients stated they had received their diagnosis, with 1 Patient stating that “a written leaflet on diabetes” would have been helpful.

- 18 Patients felt they had received enough information to consent to treatment during their first appointment, 1 Patient did not answer the question.

- 42 Patients felt they had received enough information to consent to treatment during their follow-up appointment. 3 Patients did not answer the question.

- 19 Patients were offered further information during their first appointment around what to do if they had any worries or concerns about their treatment or procedure.

- 34 Patients were offered further information during their follow-up appointment around what to do if they had any worries or concerns about their treatment or procedure. 3 Patients stated they were not offered this further information and felt it would be helpful. 8 Patients did not answer the question.

- 15 Patients felt that they were treated with sympathy, with interest and with respect during their first appointment, 4 Patients were not able to say as it was their first appointment. 1 Patient felt they were treated with disinterest, commenting that “no apology was made for previous primary care mistake”.

- 43 Patients felt that they were treated with sympathy and with respect during their follow-up appointment, 1 of those 43 however felt they were treated with disinterest by one doctor; commenting “most doctors/consultants are excellent – one individual is not so, we try and come on Friday to avoid this doctor” (same Wet AMD Patient from Wrexham Maelor).

- Following their follow-up appointment, 38 Patients were either satisfied of very satisfied with their clinical experience. 3 Patients were not satisfied due to; 1 needing to chase and maintain their own follow-up appointments, 1 not happy that the anaesthetic was not effective during their first appointment, and 1 had to wait 15 months for their follow-up appointment during which time, their condition deteriorated (retinal damage following an accident). The remaining Patients did not answer the question.
Patient Survey Results

Betsi Cadwaladr University Health Board area

First Appointment Patient comments

- Excellent, they know much more than I do, I trust them to do what they can.
- Long wait at the clinic
- Seen quickly by appropriate staff member. Problem resolve quickly
- no complaints treatment is okay
- treated well
- very professional
- all being done satisfactorily
- Treated quite well
- good thank you very much
- treated well
- excellent
- Treated very good but things should be explained better
- no apology was made for previous primary care mistake—more parking & disabled parking
- Perhaps consider how close/far we need to travel to get to the appointment - we live an hour away from the hospital, and this is not the nearest hospital to us with an eye clinic
- Not much opportunity to voice my opinion during the appointment - not everybody has the time to listen to what I have to say. Have seen various doctors at the clinic - and feel that not every doctor understands my concerns. I'm quite a quiet person, and sometimes feel that I don’t get the opportunity to talk and to explain properly.

Follow-up Appointment Patient comments

- extremely good
- Nothing could be improved
- Treated well
- fair
- The healthcare professional was lovely, very respectful, helpful, just very busy. However, you have to maintain and chase up appointment follow-ups, increase clinic availability. "Them to come to me" as opposed to having to chase appointment times.

Patient Survey Results

Betsi Cadwaladr University Health Board area

Follow-up Appointment Patient comments

- Long waits at clinic, not because appointment late just number of Patients
- Excellent
- no complaints
- treated with great care and attention
- very well treated—very good hospital, well maintained, runs to time
- adequately
- Cup of tea while waiting
- Very good but shorter waiting times when in clinic
- good for the service to improve my eyesight, we have a great service here
- they provide CD and booklets with all info which is great
- The staff are always great—everything is perfect
- making of appointments is very difficult and not informed consistently—more information to take home and review
- my notes had not been transferred to the clinic which caused me frustration
- most doctors/consultants are excellent – one individual is not so, we try and come on Friday to avoid this doctor
- no continuity of care - seen different doctor every time
- Had to wait longer than expected for treatment
- Treated fairly and professionally
- Cup of tea while waiting
- good treatment received. No complaints
- Excellent
- no concerns, treated very well just waiting times can be long
- Treated very good. Sometimes difficult to understand overseas accents. Also ad to wait 15 months for repeat appointment. Further damage to condition due to delay. policing of appointments so Patients do not get lost due to numbers.
**Patient Survey Results**

**Betsi Cadwaladr University Health Board area**

The results below show Patient feedback in relation to any inpatient admissions an individual had regarding their eye-care treatment. In the Betsi Cadwaladr area, 6 of the 53 people completed the inpatient experience survey.

- 5 Patients were being treated for Cataracts, 1 for Glaucoma
- 3 Patients stated they were either “satisfied” or “very satisfied” will the level of communication from staff during the pre-admission process. 3 Patients did not answer the question.
- 1 Patient experienced cancelled or postponed operation date due to high blood pressure.
- None of the Patients felt that their operation was subject to unnecessary delays.
- Once on the ward, 5 Patients felt listened to by their healthcare professionals, 1 Patient did not feel listened to but gave no further details
- 4 Patients felt involved in the decisions made around their care. 1 Patient did not and the remaining Patient did not answer the question.
- All 6 Patients stated they felt things were explained to them in a way they could understand.
- 4 of the Patients felt they received enough information to be able to consent to treatment. 1 Patient did not and the remaining Patient did not answer the question.
- All 6 Patients stated that they were happy with the clinical treatment afforded to them whilst on the ward and were satisfied or very satisfied with their treatment.

**Patient Survey Results**

**Betsi Cadwaladr University Health Board area**

The following results show feedback in relation to Patients' experiences within Primary Care, prior to their Secondary Care referral. 19 people completed the primary care survey for the Betsi Cadwaladr area.

- 7 Patients were referred to the hospital by their GP, 2 Patients were referred by a community health service like their Optometrist. 5 Patients were referred by “Another service” but did not state which and 5 Patients did not answer the question.
- 1 Patient stated that their GP first attempted to managed their eye condition before referring them to secondary care. The Patient did not state their condition but felt it worsened during the time their GP attempted to manage it.
- 11 Patients stated they felt they received enough information from primary care to fully understand the suspected problem with their eyes. 4 Patients felt they didn’t receive this level of information and 4 did not answer the question.
- 1 Patient stated they waited over 2 months before primary care referred them to secondary care but did not specify their condition, they were ultimately “very satisfied” with the care provided by their GP.
- 13 Patients stated that their primary care service provider listened to their concerns and wishes. 1 Patient felt they were not listened and required further information on why they had been referred to secondary care. 5 Patients did not answer the question.
- 12 Patients felt involved in the decisions made around their care (2 did not) and all Patients (except 3 who did not answer the question) felt they were treated sympathetically, with interest and with respect.
Patient Survey Results

Betsi Cadwaladr University Health Board area

- 16 Patients were either satisfied or very satisfied with their treatment and referral from Primary Care. 3 Patients did not answer the question.

Recommendations:

1. Consider Patient comments around follow-up appointments not taking place on time.
2. Consider Patient comments around the cancellation of first and follow-up appointments.
3. Consider Patient comments around experiencing unnecessary delays for first and follow-up appointments.
4. Share good Patient satisfaction with the booking of first appointments.
5. Share good Patient satisfaction around feeling listened to, but note the comments around having the opportunity to talk and also an individual’s concern of experiencing pain.
6. Share high Patient satisfaction around being involved in decisions but note some comments around “plain speaking” and “explaining more”.
7. Share high levels of satisfaction around receiving enough information to consent to treatments.
8. Share high levels of satisfaction around diagnosis being fully explained to Patients, but note the comment/suggestion of Patient information leaflets.
9. Ensure all Patients are advised of what to do if they have concerns or worries about their condition or treatment.
10. Share high levels of Patient satisfaction around their clinical experiences however, some individual concerns should be considered.
11. Share positive Patient feedback around inpatient experiences.
12. Primary Care providers should ensure they offer enough information to Patients around the suspected problem with their eyes and ensure that Patients feel listened to.

Powys Teaching Health Board area

The results below show the key themes that 9 Patients offered feedback around in relation to their eye-care experiences during their first appointments and follow-up appointments within the Powys Teaching Health Board area:

- 2 Patients waited longer than 26 weeks for their first appointment from referral (1 Patient was an urgent Glaucoma referral, the other did not yet know their condition and was being seen in the general clinic).
- All Patients stated that their follow-up appointments took place on time.
- 3 Patients stated that their first appointment was cancelled/rearranged by the Health Board, 1 of whom had their first appointment cancelled/rearranged on two occasions.
- 2 Patient stated that their follow-up appointment was cancelled/rearranged by the Health Board. However, both stated they were not concerned or worried about this.
- 2 Patients felt that their first appointment was subject to unnecessary delays and with 1 of those Patients feeling that their eye-condition worsened during that time (waited longer than 26 weeks for an urgent Glaucoma appointment).
- None of the Patients felt that their follow-up appointment was subject to unnecessary delays.
- 7 Patients were either satisfied or very satisfied with the appointments booking process for their first appointment. 1 Patient was dissatisfied due to “cross border issues” (urgent Glaucoma appointment). The 1 remaining Patient did not answer the question.
Patient Survey Results

**Powys Teaching Health Board area**

- 6 Patients felt that the healthcare professional listened to their concerns and wishes during their first appointment. 2 Patients did not feel they were listened to, 1 commenting that the “Consultant is a bit curt” (Bronglais General Hospital outreach at Llanidloes Community Hospital). The remaining Patients did not answer the question.

- All the Patients felt that the healthcare professional listened to their concerns and wishes during their follow-up appointments.

- 6 Patients felt involved in the decisions made around their care during their first appointment, 1 Patient was unable to say as it was their first appointment that day. 1 Patient did not feel they were involved (same Patient referred to in point 1 above) 1 Patient did not answer the question.

- All Patients (except 1 who did not answer the question) felt involved in the decisions made around their care during their follow-up appointments.

- Of the 9 Patients, 6 Patients stated that they received their diagnosis during their first appointment. All 6 Patients stated that their diagnosis was explained to them in a way they could understand.

- During follow-up appointments, All Patients (except 1 who had not yet received a diagnosis) stated they had received their diagnosis, and that this was explained in a way they could understand.

- 5 of the 6 Patients who received their diagnosis felt they had received enough information to consent to treatment during their first appointment, 1 Patient did not answer the question.

- All Patients felt they had received enough information to consent to treatment during their follow-up appointment.

- 3 Patients were offered further information during their first appointment around what to do if they had any worries or concerns about their treatment or procedure. 3 Patients did not feel this was applicable, 1 Patient did not receive this further information and the remaining 2 Patients did not answer the question.

- All Patients (except 1) were offered further information during their follow-up appointment around what to do if they had any worries or concerns about their treatment or procedure.

- All Patients felt that they were treated with sympathy, with interest and with respect during their first appointment. 1 Patient however commenting that the “consultant is a bit curt”.

- All Patients felt that they were treated with sympathy and with respect during their follow-up appointment.

- Following their first appointment, All Patients (except 1) were satisfied or very satisfied with their clinical experience. As referred to previously, the 1 Patient felt that the “Consultant is a bit curt” and “should have read the notes before the appointment”.

- Following their follow-up appointment, All the Patients were either satisfied of very satisfied with their clinical experience.

Patient Survey Results

Powys Teaching Health Board area

First Appointment Patient comments

- Treated very thoroughly and kindly
- Treated very well, like a VIP. Everyone very friendly.
- Good but cross border issues should not have happened. Cross border issues were not explained. Was encouraged to ring again to chase appointment.
- Mr Barr at Aberystwyth was excellent.

Follow-up Appointment Patient comments

- Good
- Treated very well.
- Orthoptist and Ophthalmologist both very good.
- Very good, excellent.
- Happy with the consultant.

Patient Survey Results

Unfortunately, no Patients completed the Inpatient survey for the Powys Teaching Health Board area, this report therefore unable to present the view of Patients from this area.

The following results show feedback in relation to Patients’ experiences within Primary Care, prior to their Secondary Care referral. 8 people completed the primary care survey for the Powys area.

- All 8 Patients were referred to the hospital by a community health service like their Optometrist.
- None of the Patients stated that their community health service first attempted to managed their eye condition before referring them to secondary care.
- 7 Patients stated they felt they received enough information from primary care to fully understand the suspected problem with their eyes. 1 Patient felt they didn’t receive this level of information and felt that this would have been helpful. (condition not specified)
- 5 Patients stated they waited over 2 months before the community health service referred them to secondary care, only one Patient specified their condition (Cataracts/AMD).
- 7 Patients stated that their community health service listened to their concerns and wishes. 1 Patient felt they were not listened but commented on secondary care issues referred to earlier in this report, these were not specific to primary care.
- 7 Patients felt involved in the decisions made around their care (1 did not, referred to above) and all Patients (except 1, referred to above) felt they were treated sympathetically, with interest and with respect.
Patient Survey Results

Powys Teaching Health Board area

- 7 Patients were either satisfied or very satisfied with their treatment and referral from Primary Care. 1 Patient was dissatisfied, but again referred to secondary care issues that have been reported on earlier.

Recommendations:

1. Share 100% positive feedback that follow-up appointments took place on time and were not subject to unnecessary delays despite some cancellations.

2. Consider Patient comments around cancelled first appointments and feelings that these were subject to unnecessary delays.

3. Share high Patient satisfaction with the appointments booking process for first appointments but note an individual’s comments around cross-border issues.

4. Share high satisfaction with feeling listened to, but note an individual’s comments around attitudes.

5. Share high Patient satisfaction with feeling involved in decisions made around care.

6. Share 100% Patient satisfaction that conditions were fully explained.

7. Share high Patient satisfaction around receiving enough information to consent to treatments.

8. Ensure all Patients are offered advise on what to do if they have any concerns or worries about their condition or treatment.

9. Share highly levels of Patient satisfaction around their clinical experiences.

10. Share with Primary Care providers the high satisfaction with information received and feeling listened to.

Conclusions

As a result of this “snapshot” Patient experience exercise, each Health Board is asked to consider the feedback offered by Patients to improve eye-care services for Patients across Wales and share good practice.

Given the resonant themes drawn out from this report, Health Boards should ensure that Patients are advised appropriately on what to do in the event that they have any concerns or worries about their condition or treatment. There is also a need to address perceived delays with first and follow-up appointments in some cases.

In regard to the aims of the Royal College of Ophthalmologists’ Three Step Plan, the Community Health Council is supportive of the initiative to subject follow-up appointments to the same waiting times scrutiny as new/first appointments.

The Community Health Council is also keen to stress that; in order to effectively monitor and learn from the Patient experience, the Patients’ whole treatment pathway must be considered from Primary Care through to Secondary follow-up care, as this allows the NHS to identify specific areas of concern to focus improvements in the correct areas and highlight areas of good practice.
Board of Community Health Councils in Wales

Main Telephone Number: 029 20 235558

Postal Address:
Board of Community Health Councils
3rd Floor
33-35 Cathedral Road
Cardiff
CF11 9HB

Email: www.communityhealthcouncils.org.uk

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