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# A Realist Review of Patient Experiences, Opinions and Preferences Regarding Hospital and Community Eye Care Services: Developing the Initial Program Theory.

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Area (Health Board or CCG areas and country in which this research was conducted)

Cardiff and Vale University Health Board

Key words:

Glaucoma, AMD, Realist Review

Funding & commercial relationships

Health and Care Research Wales.

I am happy for our presentation at the symposium to be recorded and made available for attendees and others to view | ✓

I am happy for this abstract to be published | ✓

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## Submission questions

Title of presentation

| Patient Experiences, Opinions and Preferences Regarding Eye Care Services: Developing the Initial Program Theory.

Abstract, must include the following four headings: Purpose, Methods, Results, Conclusions

**Purpose:** To support the development of a patient-centred healthcare model, exploring the lived experiences of patients is crucial. Using a Realist approach researchers are able to understand what works, for who, in what circumstances and to what extent. The first step in a realist review and evaluation is to identify the Initial Programme Theory (IPT). In this review, this meant capturing initial thoughts regarding patients' experiences, opinions and preferences of their eye care and the way in which services are configured.

**Method:** The basis for the IPT was a logic model developed by health economics colleagues. This was built upon using themes identified from relevant literature (2014-2021) and mapped onto the existing framework in order to evolve the Programme Theory. This included tentative context, mechanism, and outcome configurations (CMOCs) which were created and refined by the research team in collaboration with an advisory group of key stakeholders from relevant organisations.

**Results:** The most salient themes identified were Appropriateness of referral, Confidence and trust in care provider, Congruence between services, Peer and family support, Staff training, Patient knowledge and education and Service location. Each theme is supported by several CMO statements which were deduced from the available literature.

**Conclusion:** The IPT will continue to evolve through a process of confirming, refuting, and refining the model and forms an important first step in developing any realist review and evaluation and in this case establishing the tentative causal theories on how the new services worked for the patient.

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