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Angharad Hobby

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Main contact short bio

Angharad is an optometrist and researcher. She completed her PhD at City, University of London and her two post-doctoral positions at Cardiff University. She's currently a senior hospital optometrist in Cwm Taf University Health Board. Her research interests include public health and clinical eye care.

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

Key words:

Public health, PREM, patient experience

Funding & commercial relationships

The project was funded by the Welsh European Funding Office.

Collaborators

Accelerate, <https://lshubwales.com/innovation-support/accelerate-wales>
Optometry Wales, <https://www.optometrywales.org.uk/>
Optometric Practice Staff in Cardiff and Vale University Health Board
Mr Gareth Bulpin, National architect eye care digitisation, NHS Wales
Mrs Sian Jones, Public Involvement Volunteer

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 | ✓

Submission questions

Title of presentation

| Patient reported experiences of optometric services the Transforming Eye Care Services Wales (TECSW) pilot project

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

Purpose:

Insufficient capacity in secondary care to assess and manage eyecare patients in Wales led to recent changes in service pathways, through the delivery of community-based "shared care" enhanced optometric services. The primary objective of this study was to examine patient reported experiences of community-based eye care services and equivalent existing hospital-based clinical pathways.

Methods:

A service evaluation of the pilot Independent Prescribing Optometry Service (IPOS) and Glaucoma assessment services (new and follow-up) in Cardiff and Vale University Health Board was undertaken using the Eyecare Patient Reported Experience Measure (PREM), which was offered to all patients in participating practices between April 2020 and March 2021. Demographic characteristics and patient satisfaction were examined in each new optometric pathway service in the community and in a hospital-based glaucoma service.

Results:

Responses from 1551 patients (median age 67, IQR 55, 76) were evaluated. Most (80%) travelled by car to appointments, only 5% elected to utilise public transport citing difficulties with this. Some dissatisfaction with wait times to access community and hospital based glaucoma services was evident (5-24% and 45% of patients, respectively), however patient satisfaction levels were otherwise high across services and areas of assessment. In community and hospital-based services, patients felt confident in their assessment (95-97% and 97% of patient, respectively) and well cared for (91-96% and 97%, respectively).

Conclusions:

Patients experience equally high levels of satisfaction with hospital and community-based ophthalmic services overall. However, higher levels of satisfaction are shown regarding access times for IPOS and community-based glaucoma follow-up services.

Authors & affiliations

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Dr, Jennifer, Acton, Senior Lecturer, School of Optometry and Vision Sciences, Cardiff University, Jennifer is an optometrist and Senior Lecturer at Cardiff University. She completed her PhD at Aston University and postdoctoral fellowships at Columbia University and New York University. Her research interests include clinical and public health research related to eyecare., actonj@cardiff.ac.uk

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