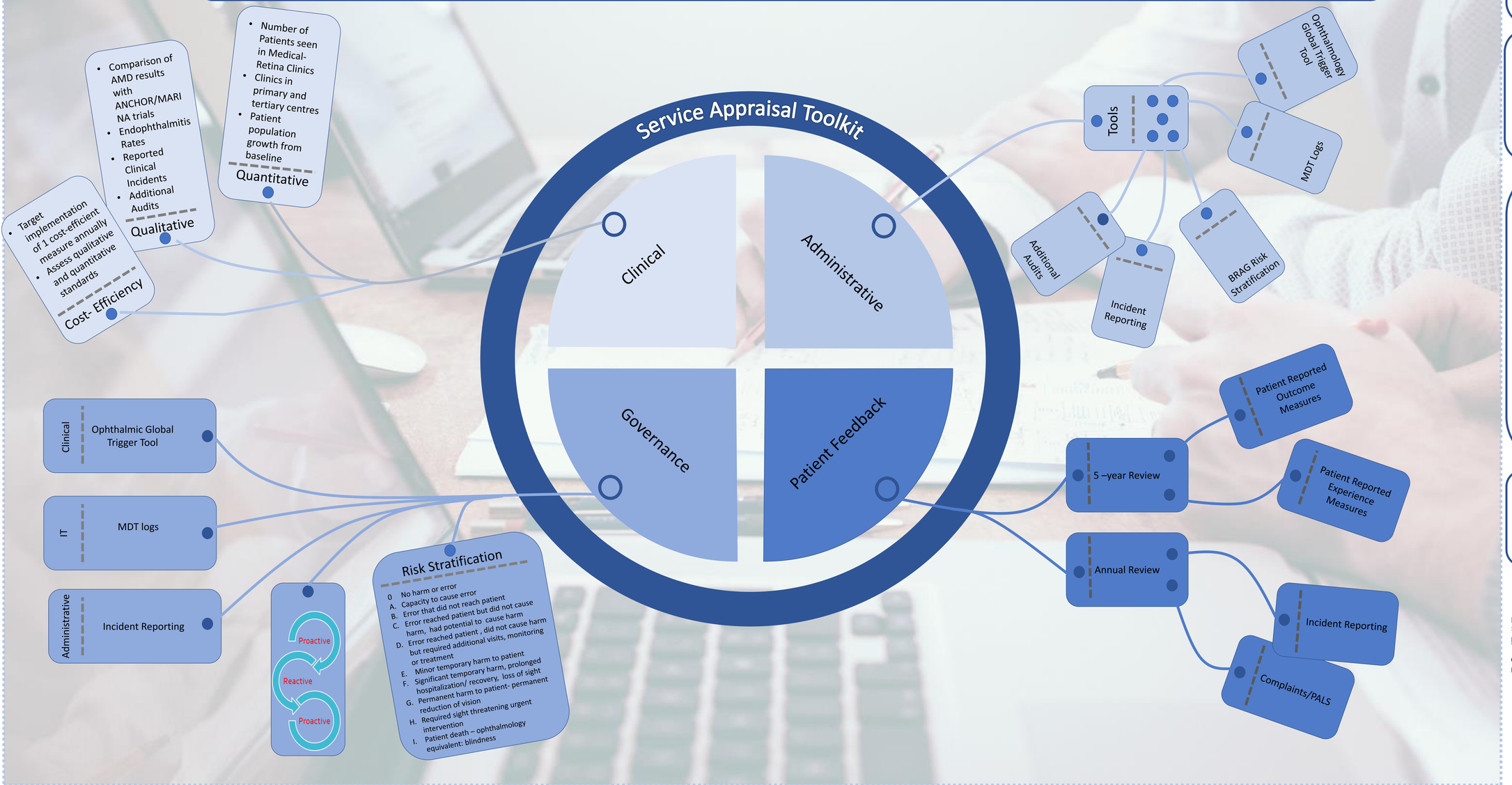
AMD Service Appraisal Toolkit: a Novel QI Tool to Assess Service Performance in NHS Ophthalmology Units

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Background and Introduction

With growing pressures of aging population, the AMD clinics are expected to have a 20%[1] increase in patients attending ophthalmology clinics in the next 20 years. The increase prevalence in medical-retina conditions has inspired AMD service to create a toolkit to help optimise management delivery methods and protocols to accommodate growing needs of the patients.

What is Service Appraisal

QI process to assess and evaluate all key domains of a service with a view to improve patient care in continuous and systematic way, using rolling proactive and reactive tools. These tools help identify and categorize risk to patients (Ophthalmology Global Trigger Tool Classification) and implement changes.
The four domains of service appraisal: **Administrative**, **Clinical**, **Governance**, **Patient Feedback**.

Service Appraisal in Practice

After utilising the toolkit between the 2017/2018 period the following improvements were noted:

1. Administrative: Reduction of new Wet AMD patient reviews/treatment outside of 2-week target and ongoing monitoring using BRAG code.

2.Clinical: Switch to cost-effective and leaner pathways achieved 13% reduction in follow-up appointments. Sessional AMD commitments reduced from 8.5 consultant sessions/week to 3 consultant + 2 junior sessions/week over 4 years with the incorporation of LEAN policy.

3. Clinical Governance: Implementation of several new protocols and pathways using proactive and reactive approach to Governance and risk.

4. Patient Feedback: Overall satisfaction is high. Waiting time was a concern, which has improved over time with benchmarking exercise.

Conclusion

This system of annual service review has reshaped the Salisbury AMD service with focus on needs of patient care, performance and safety. New clinical changes were implemented in a structured step-by-step manner with overall increase in service quality and performance.

References
[1]Royal College of Ophthalmologists [internet]. Way forward AMD Report. 2017. https://www.rcophth.ac.uk/standards-publications-research/the-way-forward/

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