The Chronicles of Moorfields Rapid Access Eye Clinic at Croydon: The right patient, the right place and the right time

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96%

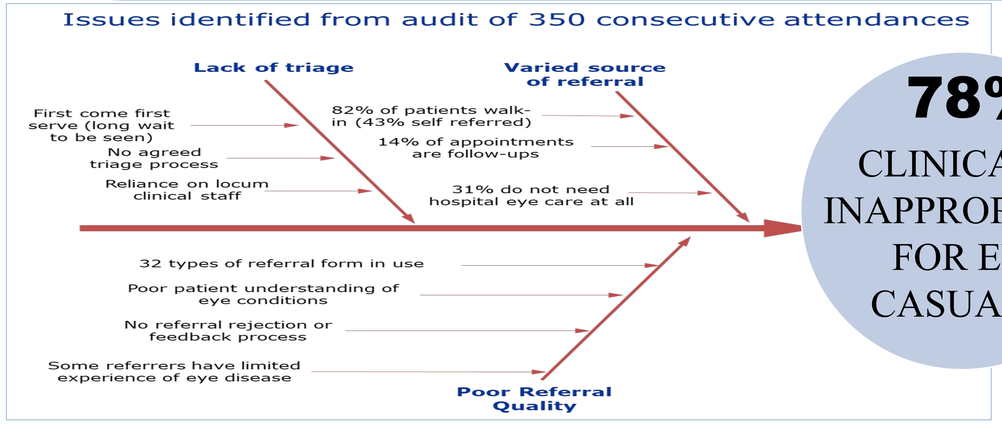
ATTENDANCES WERE UN-TRIAGED WALK-INS

Moorfields Eye Unit at Croydon sees over 47,000 outpatient attendances each year.

The urgent care clinic saw 5,894 patients in the 2017-18 year and during this year a review of this service was carried out.

A 350-patient audit showed that referrers have limited experience in managing ophthalmic conditions, and like many walk-in healthcare services in the UK a significant number of attendances were found to be clinically inappropriate.

We therefore initiated an improvement project to transform this walk-in urgent care service to a referral-only rapid access clinic. From the launch date of 1 November 2018, we have seen a 49% decrease in attendances to the clinic.



78%

CLINICALLY INAPPROPRIATE FOR EYE CASUALTY

THE NEW RAPID ACCESS CLINIC established in Nov 2018

ALL REFERRALS RECEIVED ONLINE PRIOR TO ATTENDANCE:

No paper, self-referrals or walk-in accepted

ONE FORM

One standardised referral form with mandatory fields co-designed with users: (GP, Optom, main A&E, Medics)

Rejected if incomplete

ACTIVE TRIAGE OF ALL REFERRALS:

Accepted referrals are booked into RAC according to clinical need

Inappropriate referrals rejected/redirected with advice, active advice and guidance given to referrers in real time.

49%

IN ATTENDANCES

RESULTS:

- 75% patients are now referred electronically
- Only 12% attend without a referral (96% previously)
- Positive patient feedback on the project as whole (pt rate 8.5/10)
- Simple referral and triage process in place (referrers rate 8/10)
- Feedback provided to referrer within 24 hours
- Reduced unnecessary attendances without impacting other services
- Build close symbiotic relationship with community/ primary care

The Future

- Re-audit to review referral quality
- Develop digital advice and guidance capability with referrers
- Coordinate future referrer education programme
- Review and deliver patient self-care education requirements

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