Patient satisfaction with Drive Through Intra-ocular (IOP) pressure clinic

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Introductions

During the COVID-19 pandemic, it has been necessary to develop novel ways of monitoring patients' glaucoma whilst keeping them out of hospital. A Drive Through IOP clinic was started at the Royal Eye Infirmary, Plymouth in order to enable monitoring of patients' IOP in a COVID safe way. Suitable patients were typically patients who required a check of their IOP or post new treatment eg new drops or selective laser trabeculoplasty.

Methods:

A patient satisfactions questionnaire was given to Drive Through clinic patients along with a stamped addressed envelope to establish how patients felt about the clinic.

Objective:

To assess patient satisfaction of novel 'drive through IOP clinic'.

Results:

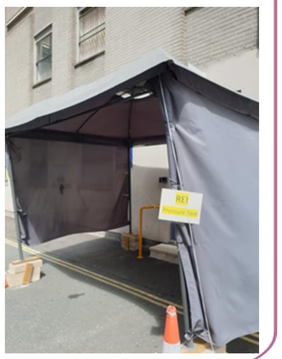
167 questionnaire were provided to patients and a total of 73 patients returned the questionnaire. 51 patients (705) thought that the waiting time for the Drive Through clinic compared favourably with a standard clinic. 39 patients (53%) through that the information given at the Drive Through was better than a standard appointment. 19 patients (26%) thought that the information was the same. Only 4 patients (5%) thought that the information given was worse. 34 patients (46%) thought that their treatment was better at the Drive Through Clinic. 24 patients (32%) thought the same whilst only 6 patients (85) thought that the treatment was worse.

Conclusion:

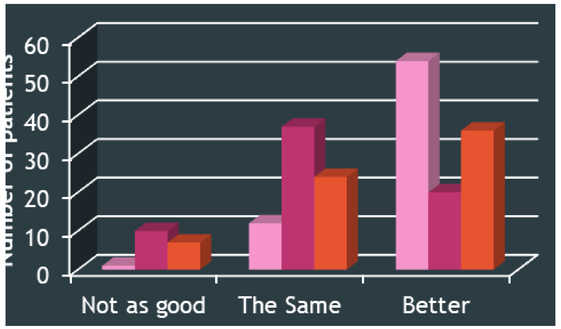
The majority of the patients therefore felt that their overall experience was the same or better at the Drive Through clinic compared to a normal clinic. This demonstrates that patients are accepting of a novel was of delivering COVID safe glaucoma care.
Whilst the Drive Through clinic is a solution for those patients requiring just an IOP check, nevertheless this makes up a significant percentage of glaucoma patients. We would therefore recommend the development of such clinics during the COVID pandemic and beyond as a safe, efficient method of delivering care.

The REI drive through started with a tent, until is blew away.





This graph show:- Patients comparison of Virtual drive through clinic versus standard appointments
Pink: waiting times
Dark pink:- information provided on condition/treatment
Orange:- your treatment



The tent was upgraded to two parking bays at the REI, still no need to enter the hospital, or leave their car. Nurse to wear PPE equipment. Icare measurement taken whilst the patient is sitting in the car. A one way system was brought in for ease of traffic

