A Service Evaluation of Patient Satisfaction with the Current Standard of Glaucoma Care Provision at Derriford Hospital

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(1) Introduction

Glaucoma is a condition that carries a considerable health burden. There are 67 million people suffering from glaucoma worldwide and it is the leading cause of irreversible blindness globally.

As it is generally accepted that glaucoma is incurable and most commonly afflicts the elderly population, patients tend to receive chronic care for the remainder of their lives.

Moreover, the social and economic burden of glaucoma are likely to increase in the future because of longer life expectancies and an ageing population.

This creates an impetus for healthcare providers to continually monitor and improve their management of glaucoma patients.

The purpose of this project was to identify areas of improvement in Derriford Hospital's provision of glaucoma care and thereby, advance the European Glaucoma Society's mission statement to maintain or improve the quality of life of affected patients.

(2) Methodology

The research study included the following:

1) Designing the Glaucoma Service Evaluation Questionnaire, which comprised 12 questions

2) Administration of the Glaucoma Service Evaluation to 50 glaucoma patients to ascertain current patient satisfaction with the standard of glaucoma care in Derriford Hospital

3) Calculation and Statistical Analysis of the Glaucoma Service Evaluation Results

12 questions were meticulously created, which sought to meet the objectives and maximise the utility of the Glaucoma Service Evaluation.

Responses to the questions were based on a five-point Likert Scale, with 1 being the most negative patient satisfaction score and 5 being the most positive patient satisfaction score.

(3) Results – Part 1

The Glaucoma Service Evaluation was administered to 50 glaucoma patients at Derriford Hospital.

They comprised 28 males and 22 females. The mean age was 73 years. Their responses are detailed in the tables in Part 2 and Part 3.

The response rate to all 12 questions was 100%.

After calculation and statistical analysis, the average five-point Likert Scale Score across all 12 questions was 4.35.

(5) Discussion

The results suggest that overall patient satisfaction with the standard of glaucoma care at Derriford Hospital is positive to a large extent.

It also suggests that patients are happy with evolutions in glaucoma care such as Virtual Clinics, and the role of allied health professionals.

However, it also identified significant areas of improvement, such as the need to enhance patient education through the use of Patient Information Leaflets, which were not distributed often.

(4) Results – Part 2

Question 1: How punctually were you seen as per your appointment time?

Very early	Early	Punctual	Late	Very late
2	8	30	9	1

Question 2: How easy was it to talk to the staff at this clinic about your condition(s)?

Extremely easy	Quite easy	Moderately easy	Slightly easy	Not at all easy
36	6	8	0	0

Question 3: How responsive was the staff at this clinic to your questions?

Extremely responsive	Quite responsive	Moderately responsive	Slightly responsive	Not at all responsive
35	7	4	2	2

Question 4: How often did you receive conflicting information from the staff at this clinic?

Not at all often	Slightly often	Moderately often	Quite often	Extremely often
37	6	3	4	0

Question 5: During this appointment, how often did the staff explain things in a way you could understand?

Extremely often	Quite often	Moderately often	Slightly often	Not at all often
40	6	2	2	0

Question 6: How clearly did you understand your condition(s) when the staff at this clinic went through it with you?

Extremely clearly	Quite clearly	Moderately clearly	Slightly clearly	Not at all clearly
33	10	2	5	0

Question 7: How often did the staff at this clinic describe possible side-effects before prescribing or administering your medicine?

Extremely often	Quite often	Moderately often	Slightly often	Not at all often
21	15	7	4	3

Question 8: If you received any documentation (e.g. leaflet) about your condition(s), did you feel this was useful?

Extremely useful	Quite useful	Moderately useful	Slightly useful	Not at all useful	Non-applicable (did not receive)
10	8	4	2	0	26

Question 9: How often did the staff at this clinic explain the purpose of your glaucoma medicine before prescribing or administering it?

Extremely often	Quite often	Moderately often	Slightly often	Not at all often
27	11	9	3	0

Question 10: How happy would you be to see an allied health professional such as a nurse or optician who is trained in glaucoma as opposed to a doctor?

Extremely happy	Quite happy	Moderately happy	Slightly happy	Not at all happy
29	10	6	5	0

Question 11: How happy would you be to attend a Nurse-Led Clinic whereby your test would first be carried out and reviewed later by a consultant? *This would create a shorter and more efficient appointment duration for patients.*

Extremely happy	Quite happy	Moderately happy	Slightly happy	Not at all happy
35	12	3	0	0

Question 12: How likely are you to recommend this clinic to family or friends in the future?

Extremely likely	Quite likely	Moderately likely	Slightly likely	Not at all likely
42	5	3	0	0

(6) Conclusion

The Glaucoma Service Evaluation demonstrated that patients are largely satisfied with the current level of glaucoma care at Derriford Hospital. Most patients are open to novel initiatives such as Virtual Clinics and attending consultations with allied health professional trained in glaucoma.

With the increasing health burden, this is promising with regards to potentially minimising patient waiting times at glaucoma clinics.

More measures, such as patient counselling of medication side-effects and more frequent distribution of informative leaflets, should be implemented to help improve the standard of glaucoma care and hence, raise glaucoma patient satisfaction at Derriford Hospital.

(7) References

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