One-stop Cataract Clinic Quality Improvement Project: Improvement of Cataract Pathways at a Tertiary Ophthalmic Hospital

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Background & National Standards



RCOphth High Flow Cataract Surgery Guidelines
'patients wishing to proceed with cataract surgery should not have to attend multiple pre-operative face to face assessments, particularly for those who do not require a GA'

Aims & Objectives

- Evaluate appropriateness of referrals and identify triaging issues
- Evaluate outcomes of the one stop cataract clinic
- Improve productivity = conversion rate into surgical listing
- Streamline service to improve patient experience

Methods & Outcomes

'Cataract One Stop new' and **'Cataract One Stop F/U'**

August 2022
01/08/2022 → **January 2023**
31/01/2023

Retrospective Data Collection
- Cerner
- Medisoft

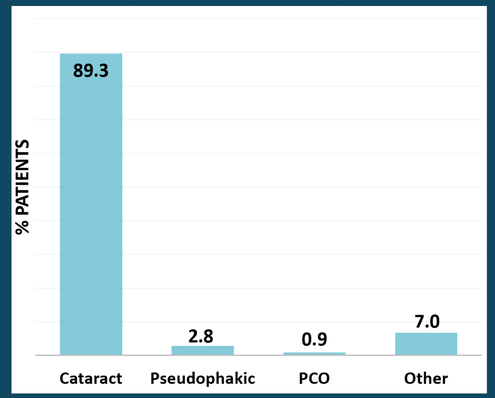
Data Analysis
- Referral Source
- Referral Reason
- Referral information (Refraction, PMH, SH)
- Clinic Diagnosis
- Clinic Investigations
- Clinic Outcome

Results

Referral Source
- Optician 60.7%
- GP 11.9%
- **No referral letter 8.1%**
- Community Ophthalmology 5.4%
- Ophthalmic AE 5.0%

Referral Information
- Past Medical History **68.1%**
- Refraction **61.5%**

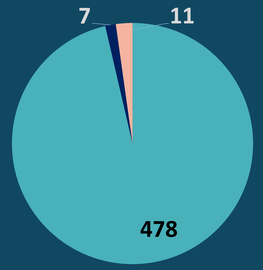
Clinic Diagnosis and Investigations



Other Diagnoses Included:
- Dry eyes
- Chalazion
- Glaucoma
- Macular pathology

	Immersion	B scan
% Patients	5.8	3.3

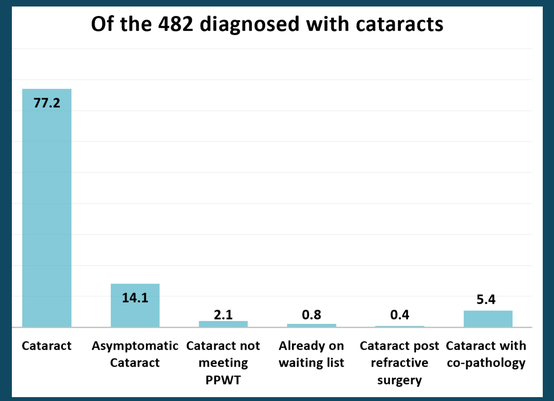
Referral Reason

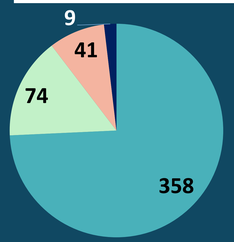


Of the 496 patients with referral letters on system

Cataract - 96.4% PCO - 1.4% Other - 2.2%

Clinic Outcomes





Surgical Listing - 74.3%
Discharge - 15.4%
Referred to other specialty - 8.5%
Monitor - 1.9%

Gap Analysis

Improve Triage	Ensure only cataract referrals booked into this clinic Ensure only symptomatic patients with cataract seen Triage patients into correct clinics: GA/ specialist
Ensure	clinician has sufficient referral and background information
Streamline	patient journey through the clinic

Recommendations
- Nurse-led telephone triage
  - Tighten triage criteria
  - Ensure relevant PMH/POH available to clinician
  - Produced questionnaire to be sent to patients prior to telephone appointment
- Streamline Produced new clinic letter and patient information leaflet for the one stop cataract clinic at imperial

SCAN ME

View the audit standard, new patient information leaflet and telephone questionnaire by scanning the QR code

References

1. The Royal College of Ophthalmologists. High Flow Cataract Surgery. [online] Available at: https://www.rcophth.ac.uk/resources-listing/high-flow-cataract-surgery/.
2. The Royal College of Ophthalmologists. NHS England Eye Care Planning and Implementation Guidance 2021-22. [online] Available at: https://www.rcophth.ac.uk/news-views/eye-care-planning-and-implementation-guidance-21