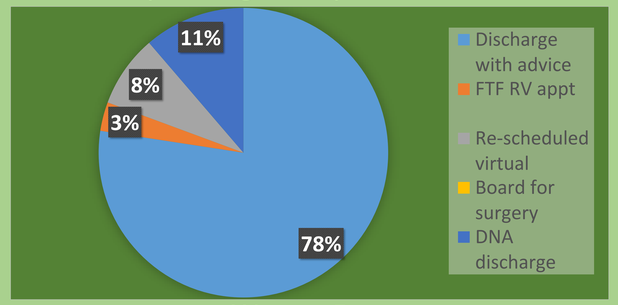
Parental and Health Care Professional Perception of Nurse-Led Video Consultations in Paediatric Ophthalmology Cyst and Watery Eye Clinics: A Qualitative Study

TOTAL 132 APPOINTMENTS IN 6 MONTHS

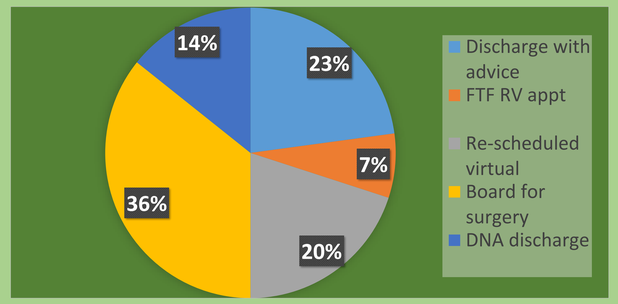
Cysts

- 62 of the referrals were for cyst related issues, including Meibomian cysts, Blepharitis and Molluscum.
- Patient's age ranged from 1-16 years old – most commonly amongst 1-5 year olds.

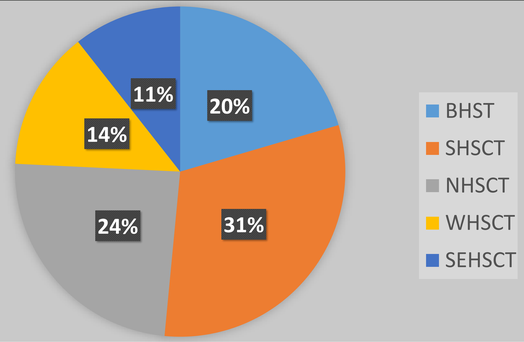


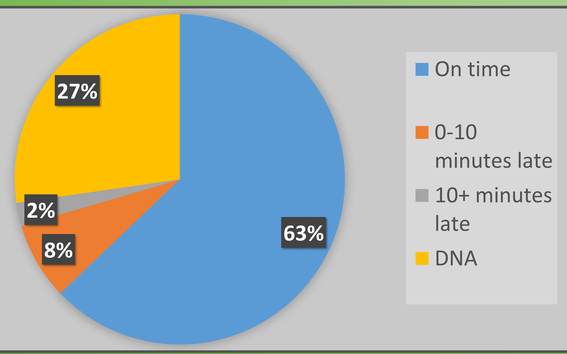
Watery Eyes

- 70 of the referrals were for Epiphoria, including blocked nasolacrimal ducts (some resolved), possible corneal irritation, allergic eye, epiblepharon.
- Patient's age ranged from 1-5 years old – most commonly amongst 18 month-3 year olds.
- Delayed receipt of CCG referrals however resulted in 3 patients aged 5+.



A Regional Service in Northern Ireland providing a nurse-led virtual consultation clinic to assess cyst and watery eye referrals. Source of referrals include GP's, Eye casualty, Local optometrists, Paediatricians, Children's ED. Audit period of 6 months to gather qualitative data through use of questionnaires to determine levels of satisfaction in parents and Nurses.



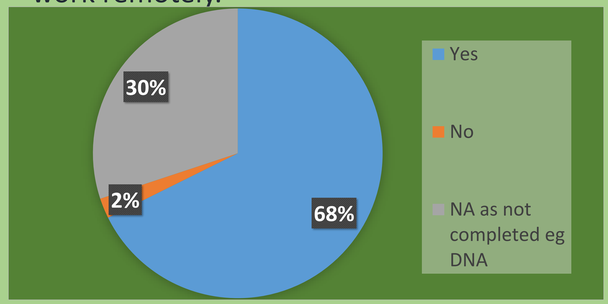


Recommendations for practice to improve DNA figures and overall satisfaction rates between parents and nurse:

- Follow up communications/checks required to ensure parents have received functioning MS teams link/correct time.
- Parents to be informed of preference to log in using phone – allows for better examination.

Parental Satisfaction

- High response rate – only two parents did not wish to partake.
- 68% of parents were satisfied with their child's assessment, and agreed outcome for plan of care.
- Interestingly, 5% of parents who were satisfied with appointment, stated they would not be willing to partake in another virtual appointment, as it doesn't provide the same level of reassurance as a FTF.
- Benefits expressed were no travel/car parking, not having to organise childcare for siblings, more convenient for parents who work remotely.



Nurse Satisfaction

- Challenges included:
  - Links not being sent to parents – potentially on several occasions.
  - Parents easier distracted in their home environment.
  - Parents receiving incorrect reminder time for their appointment.
  - Ease in scheduling ad hoc clinics – no rooms needed.