EVALUATING PATIENT COMMUNICATION IN THE RETINAL THERAPY UNIT: A SURVEY-BASED STUDY ON INTRAVITREAL INJECTIONS

Dr Yasmin Adelekan-Kamara, Miss Olayinka Williams, Adam Mapani, Mr Luke Nicholson.

BACKGROUND

- Intravitreal injections (IVI) with anti-VEGF medicines are the most common treatment for exudative retinal diseases, including wet AMD and DMO.
- Within Moorfields, it is forecasted almost 70,000 IVI will be administered in 2025.
- Optimising communication with patients undergoing IVI is essential to ensure informed consent, improve the patient experience and maximise treatment adherence.

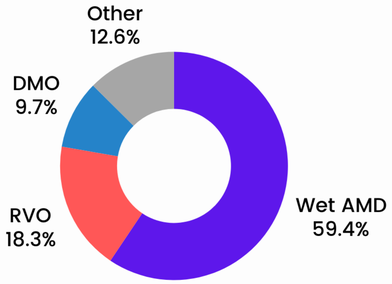
AIM

- This project aims to evaluate communication with patients undergoing IVI to facilitate strategies to increase patient knowledge of IVI and enhance patient wellbeing.

METHOD

- A standardised 16-point questionnaire was developed as a survey tool to assess patient confidence, expectations and satisfaction in the context of communication whilst undergoing IVI therapy.
- The sample consisted of 198 patients with data collected over a one-week period in the Retinal Therapy Unit (RTU) at Moorfields Eye Hospital, City Road, London.

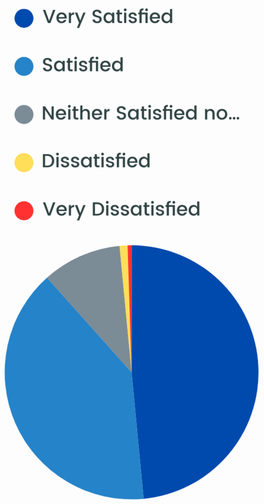
RESULTS & DISCUSSION



- Of those who received a leaflet, 92% reported being 'very satisfied' or 'satisfied' with their level of information pre-IVI, compared to 76% in those who did not receive a leaflet.
- 83% of patients who received an information leaflet were aware of red-flag symptoms post-IVI compared to 69% in patients who did not receive a leaflet.

- The most prevalent ocular condition amongst the cohort was Wet AMD.
- 7 in 10 patients were aged 65 and over.
- The entire cohort were English speakers; 74% being native. The most commonly spoken language of non-native English speakers was Gujarati.

Satisfaction with Information Provided pre-IVI



- 71% received a written information leaflet pre-IVI.
- 79% of patients received care instructions post-IVI.
- 83% of respondents were confident contacting RTU - the preferred method being telephone in two thirds of the cohort.

CONCLUSION

- The vast majority of patients were satisfied with the information provided to them prior to IVI.
- Similar levels of information satisfaction were achieved across age groups.
- Patients who received an information leaflet were more likely to be aware of serious complications requiring urgent ophthalmology review.
- Receiving post-IVI care instructions did not appear to significantly impact A&E attendances.

REFERENCES

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SCAN FOR STUDY QUESTIONNAIRE

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