Boosting Efficiency in Urgent Care : The role of Rapid Access and RAC-AA Video Clinics at MEH in Croydon

Moorfields Eye Hospital NHS Foundation Trust

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Overview:

- ✓ Moorfields Eye Unit in Croydon sees over 51.000 outpatient attendances annually
- ✓ The Rapid Access Clinic (RAC), set up in November 2018 to replace the old walk-in pathway.

Objectives and methods:

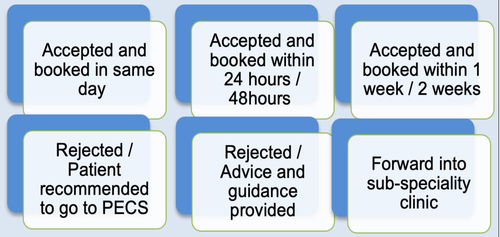
RAC triage audit

- 370 consecutive referrals
- 194 female , 177 male
- Mean age 52yo
- Range 1 week – 94 years

RAC- AA Housekeeping

- RAC AA is a nurse led clinic

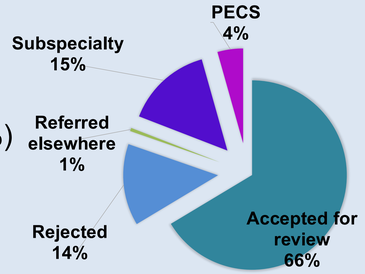
Triage outcome :



Results:

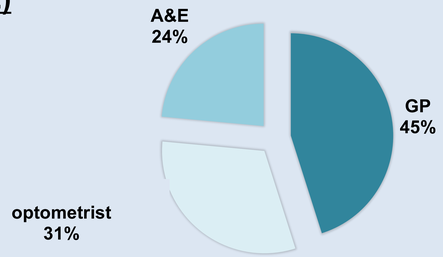
RAC audit (1)

- ✓ The majority of the referrals (66%) were accepted for review in RAC.
- ✓ The quality of the referrals is maintained, compared to 2019 audit[1].



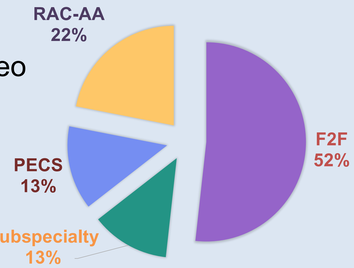
RAC audit (2)

Sources of inappropriate referrals:



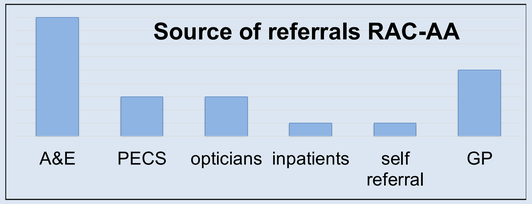
RAC audit (3)

22% suitable for video Consultations RAC- AA

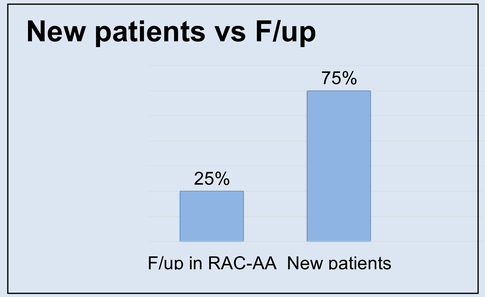


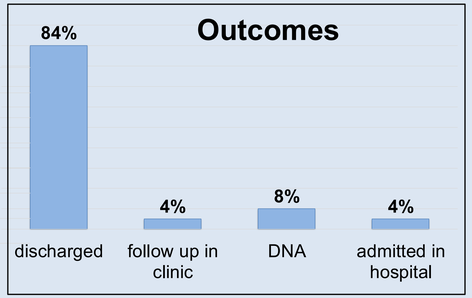
RAC-AA (1)

- ✓ Mean age 43.5yo (range 4 – 84years) / 4 kids (4-10yo)
- ✓ Appropriate patients were identified and booked in



RAC-AA (2)





Conclusion

RAC referral quality remained robust.

Very promising results for RAC-AA:

1. The majority of the patients being managed appropriately and discharged without requiring additional f2f appointments
2. Enhanced our communication with the Emergency Department (ED).

Limitations on the study : 1) Preliminary data 2) Small cohort of patient.

Next steps / future development:

1. Train more senior nurses to do RAC-AA independently

2. Appropriate set up with imaging (OCT/OPTOS) will allow us to review more patients in RAC-AA, including referrals for posterior segment

References:

1. Eye London2024 Feb;38(2):259-265.. The rapid access eye clinic's playbook: how to cut eye casualty attendance by 50% Maria Eleftheriadou, Aye Thi Han, Eoin O'Sullivan, Pei-Fen Lin