

Determinants of Repeat Non-Attendances at Face-to-Face Glaucoma Consultations: A Patient Engagement Study

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Aim

to characterise factors associated with repeat non-attendance across face-to-face glaucoma outpatient appointments and implement processes to enhance patient engagement.

Method

Retrospective patient engagement study at Moorfields Ealing. Electronic medical and sociodemographic data for individuals with 2 or more non-attendances within a defined 6 month period were extracted. All repeat non-attenders were contacted by phone to seek their experience and suggestions to improve access to the outpatient service.

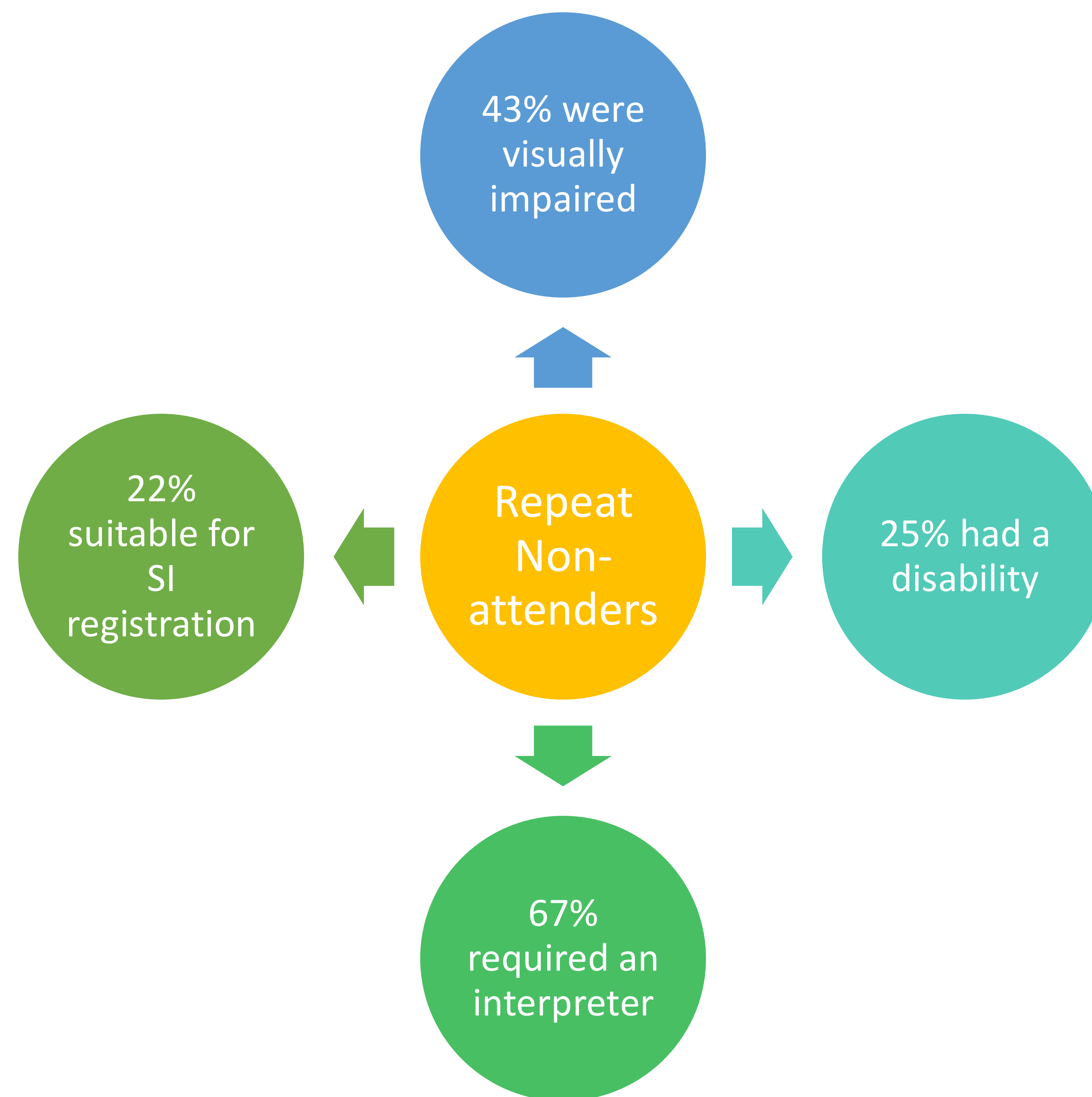
Results

In 6 months:

147 DNAs

52 repeat DNAs

43 consecutive DNAs



Conclusion

Administrative systems to manage glaucoma outpatient non-attendances highlight the potential to exacerbate health inequalities by overlooking difficulties faced by particular demographic groups.

Recommendations

Persistent non-attendance among the vision impaired, socially dependent and those requiring language interpretation highlights a need to reform the manner in which patients are contacted for appointments. Effective use of eye care liaison officers, simplified correspondence in a variety of languages using vetted automated free online translation facilities and SMS reminders sent to carers may help support patients to take control of their care and reduce health inequalities.