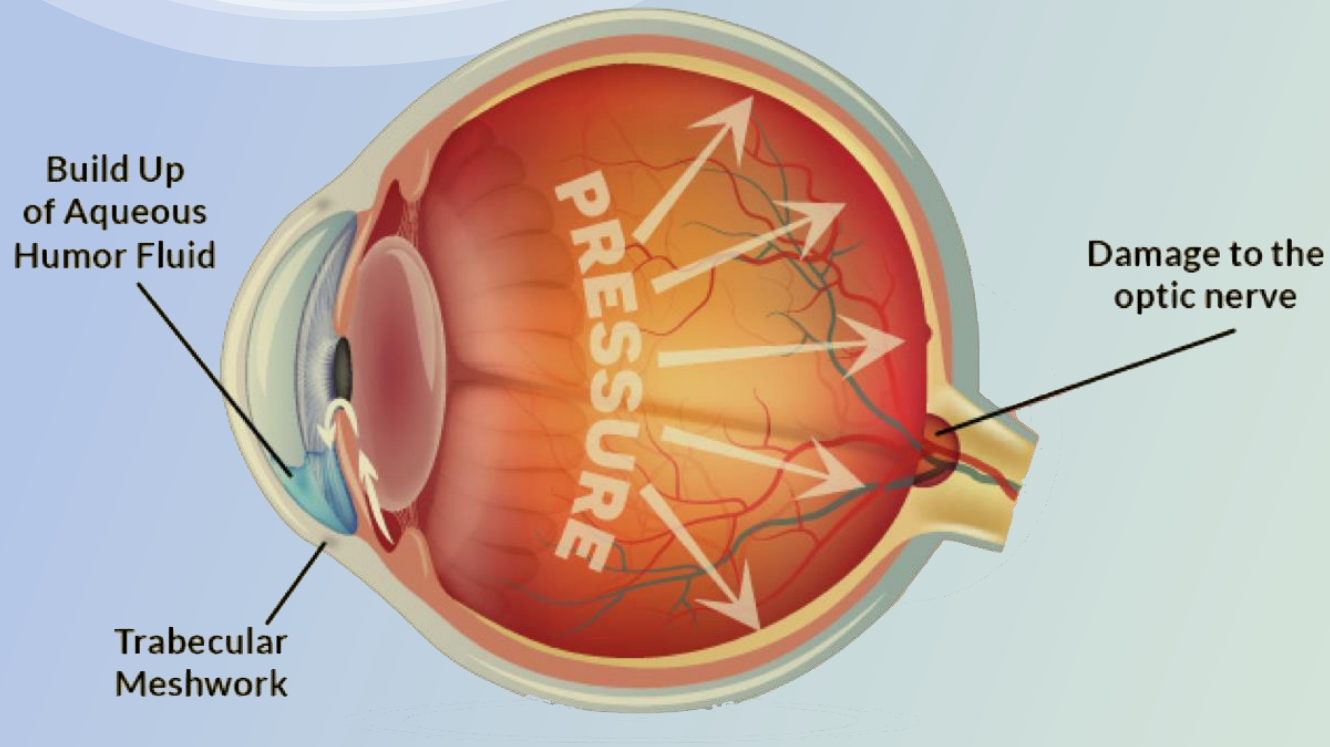


Improving Patient Safety: A Novel Drive-Through Glaucoma Service

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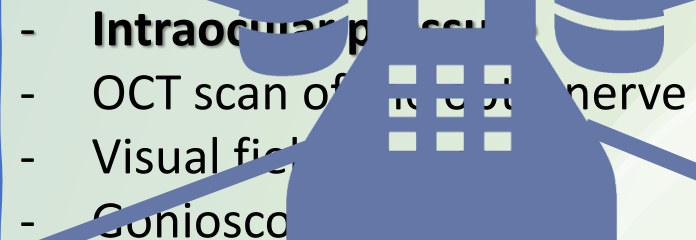
Ophthalmology Department
Royal Surrey County Hospital, Guildford

Glaucoma: Our normal service



- Primary open angle glaucoma
- Angle closure glaucoma/narrow angle
- Secondary glaucoma
- Ocular hypertension
- Among others...

15,000 patients under monitoring

- 
- Intraocular pressure
 - OCT scan of optic nerve
 - Visual field
 - Gonioscopy

Main concerns with new telephone system



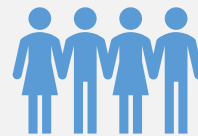
Most patients asymptomatic / subtle progression not obvious to patients



Large waiting list - huge backlog of patients requiring face to face checkup



Entirely subjective



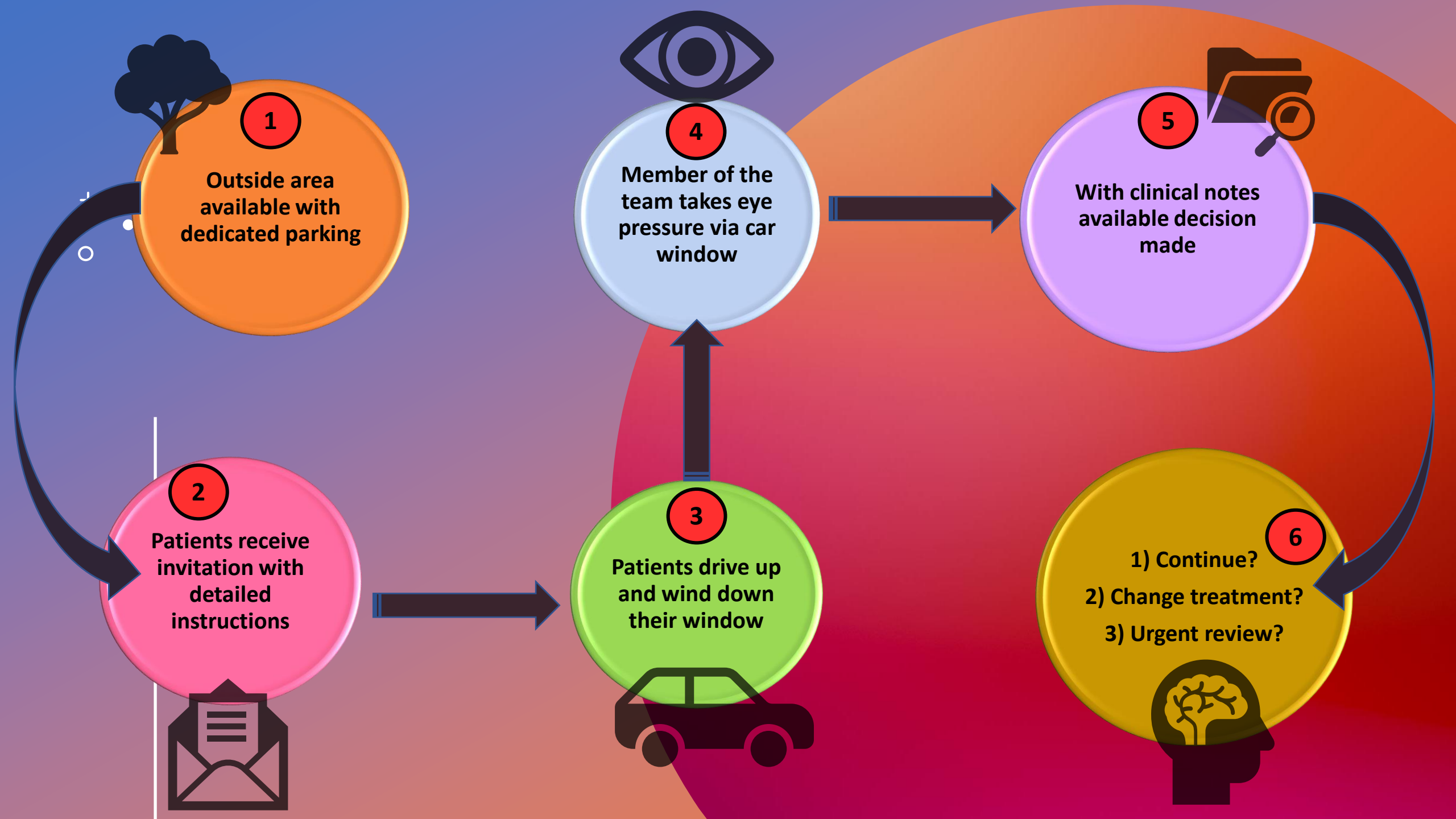
Patients and staff concerned regarding safety



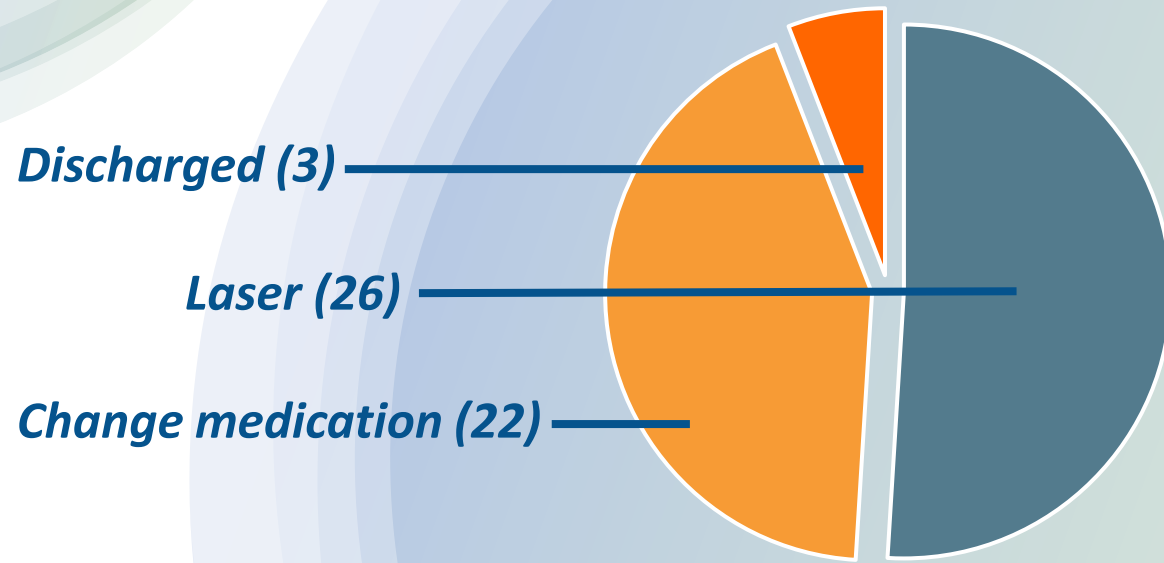
Drive-Through Glaucoma Clinic!

Bringing patient care from the clinic to the car park!





Results (1)



- ✓ 4 clinic/week – 11th Jan to 19th March
- ✓ 358 patients seen
- ✓ 51 (14.2%) required action

! We detected 4 patients that had dangerously high IOP (28-40mmHg) – all required medication changes and 2 had urgent surgical intervention !

Results (2)

Questionnaire was sent to 200 patients (82 respondents)

Rating out of 10	9.09
Sense of safety	100%
Preferred drive through to telephone	97.6%
Quick service	100%

Conclusion

- Successful in providing a safe, quick, face-to-face method of monitoring high-volume of our patients
- Maintaining safety for patients and for our staff
- Now focussing our available outpatient appointments for patients triaged as higher-risk via drive-through and telephone appointments, targeting resources effectively



THANK YOU

QUESTIONS?