

# Regular Treatments in Eye Services; Delivering Care Closer to Home

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# Ophthalmology context

- Aging population
- Chronic conditions – vital frequent monitoring and treatments
- New treatments to preserve eyesight

Poses a challenge....



# Services are crowded



# Macular degeneration

- Monitoring and managing
- Injections
- Repeated appointments as frequent as 4/6 weeks
- Treatment is sight saving

Regular hospital visits required

A time burden for patients

Waiting to see a number of clinicians



# Moving away from the Traditional model of care

- Busy city centre location
- Long travel times due to traffic
- Car parking difficulties
- Long waiting times



# A new model of care

## Peripheral treatment centres:

- Community and high street locations
- Good transport links and amenities available
- Care closer to home
- Dedicated centres = efficient delivery





# Treatment centres



# Locations





# Patient Experience

- Patient choice – where would you like your treatment?
- Initial persuasion to move care away from traditional hospital environment
- Excellent patient feedback
- Familiarity with centres and staff

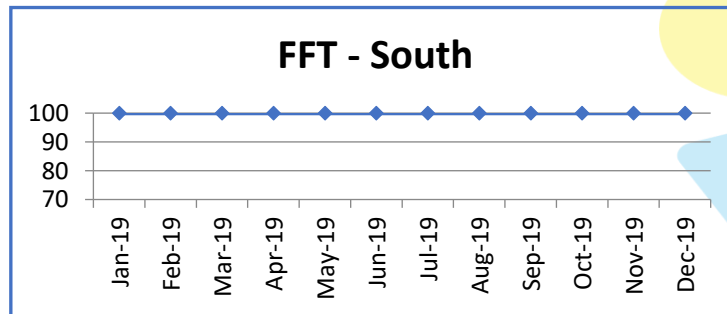
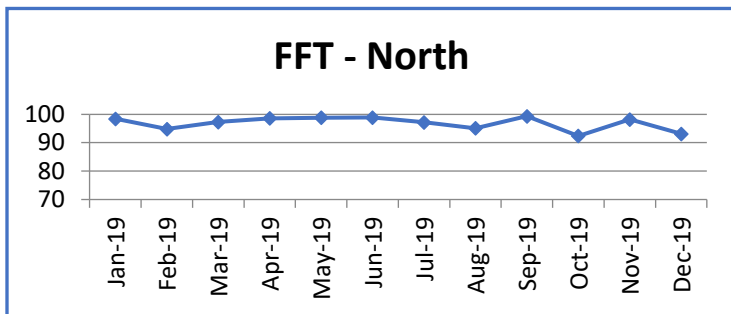


# Family and Friends Test

Data: January 2019 - December 2019

On average 98% of patients tell us they would recommend the care at our peripheral macular treatment centres to family and friends.

Examples of our FFT scores at North and South high street treatment centres



*“It is much easier, it is much more friendly, it is time saving, without a doubt it is much better to come to the clinic rather than traipse into Manchester”*

*“The smaller outlets mean, time travelling is shorter, and the clinic time is shorter, so for me it is fantastic”*

*“It was a refreshing pleasure to attend this superb new well-conceived centre. The speed and efficiency and flow of the treatment is a credit to the team”*

*“The short distance from my home makes such a difference and a great help. The Royal Eye Hospital was over busy and so inconvenient to travel to”*



# Reducing emissions

- Reducing patient miles travelled to access care
- Public transport links – opportunity to use the tram and bus
- Patients are walking
- Local errands and treatment all in one trip



# A patient's view .....







