



**Moorfields
Eye Hospital**
NHS Foundation Trust



Enhancing Patient Experience Through Virtual Reality



Background

- 100 staff have been trained using Oculus Virtual Reality headsets for empathy simulation of what it feels like for visually impaired patients accessing care at Moorfields Eye hospital
- Training took place across Moorfields sites
- Smart Survey was utilised to gather feedback from all staff attending the training session
- Pre-and Post-training questionnaire was sent out to all staff



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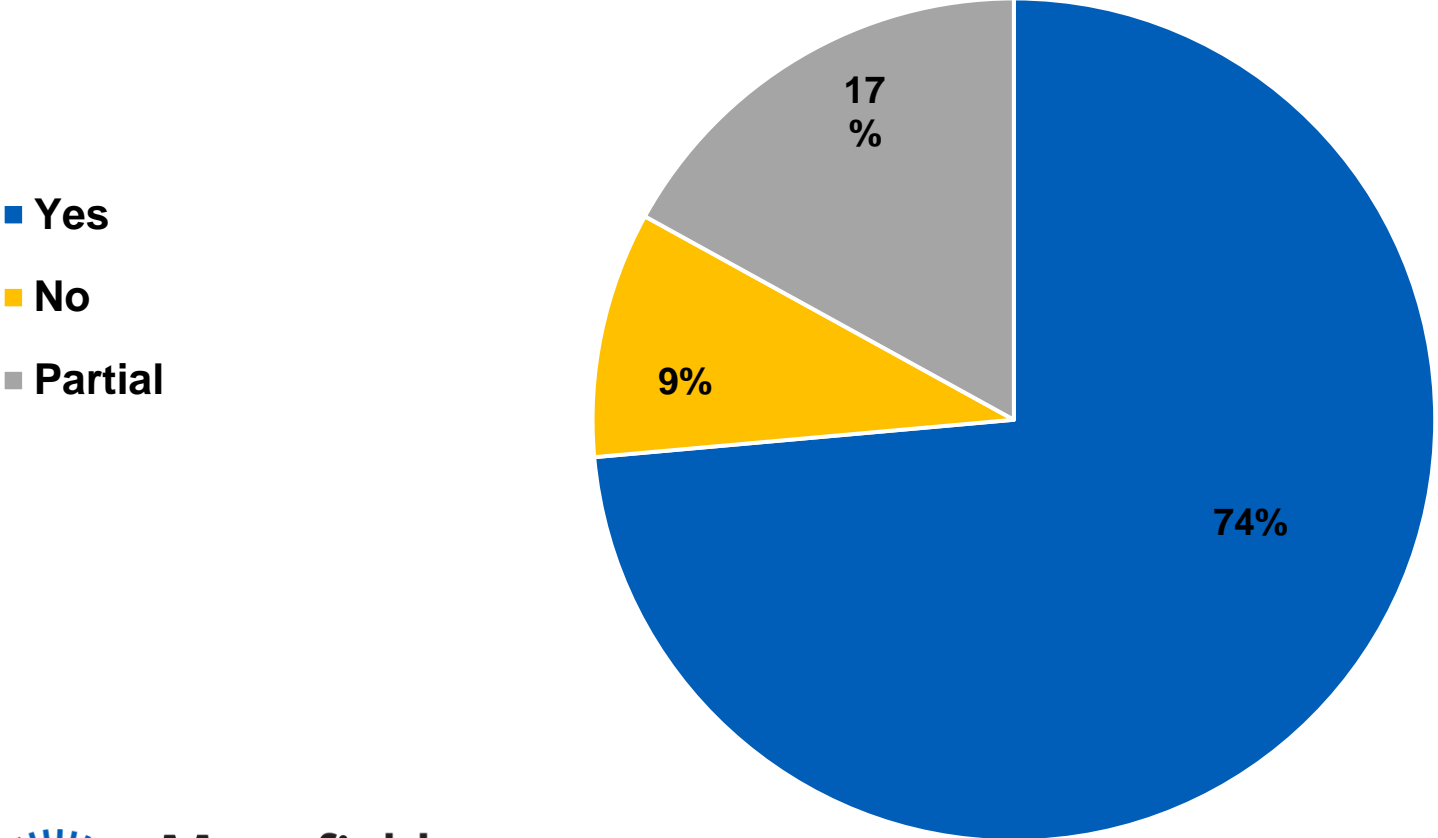
www.moorfields.nhs.uk



Background

- A mix of Nurses, Technicians, Volunteers, Admin staff and senior management were recruited for the pilot
- Three scenarios were used, arrivals, communicating with empathy and Theatres

Pre-training - Do you feel that you have an understanding of the challenges that patients with sight loss experience during a visit to Moorfields Eye Hospital

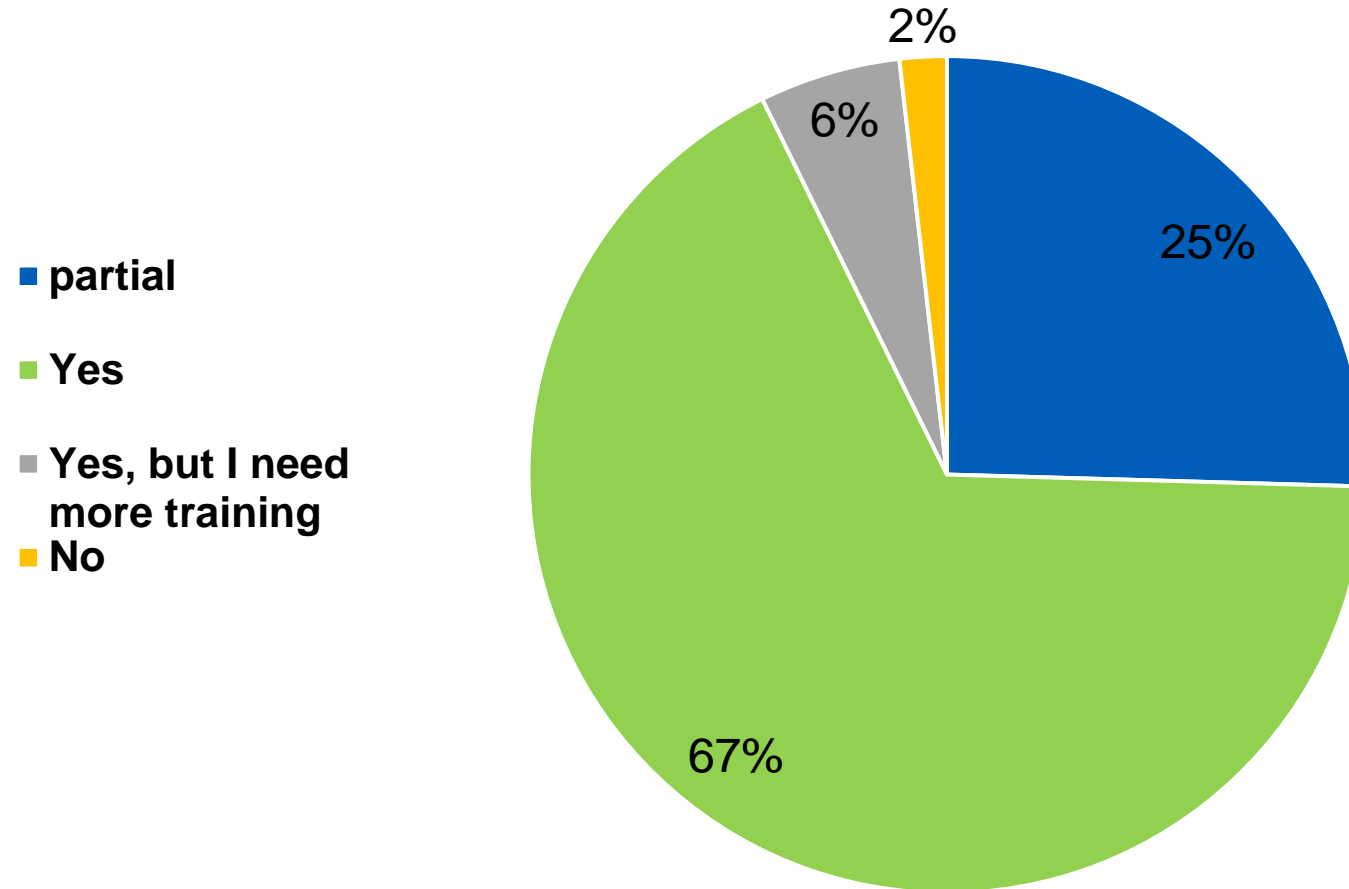


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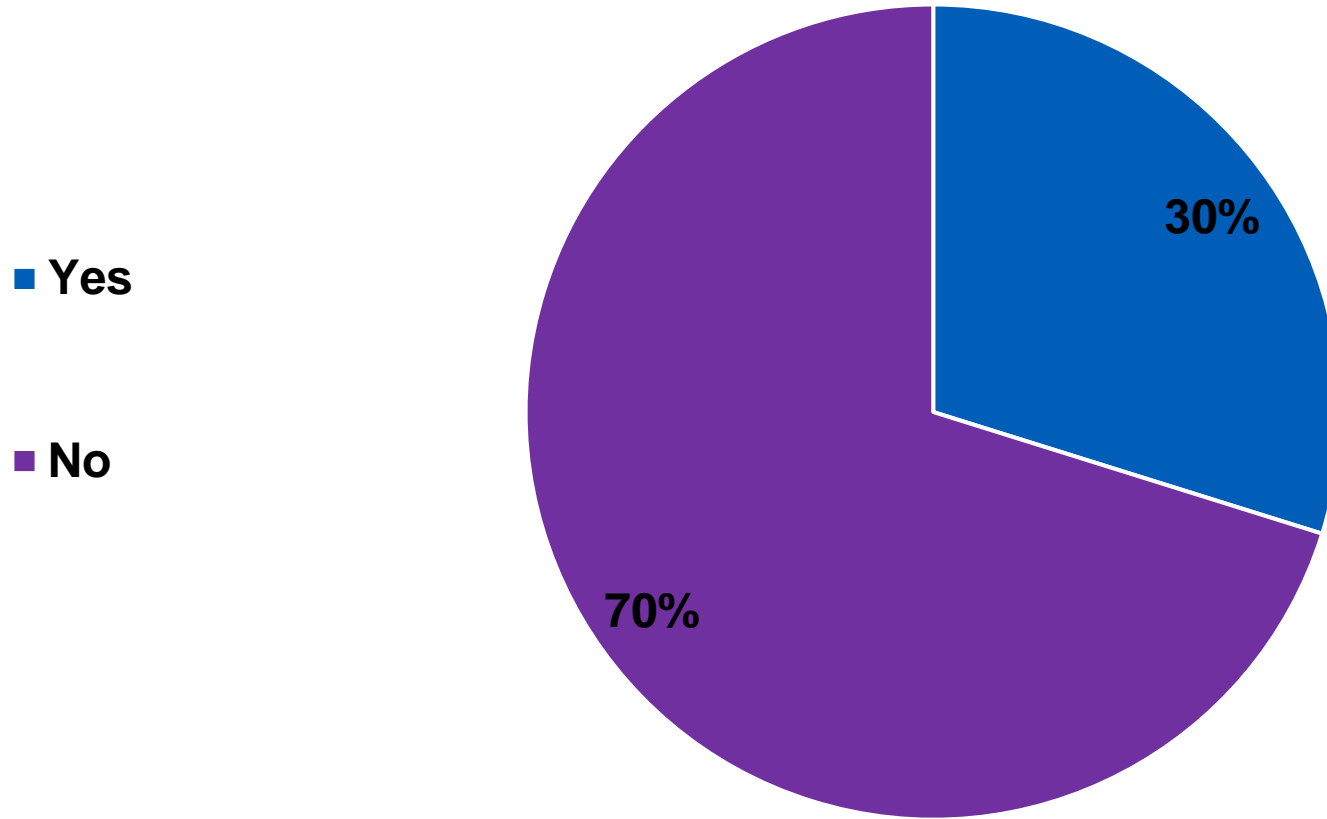
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Pre-training - Do you think you have the knowledge and skill to support patients with sight impairment during their time at Moorfields?



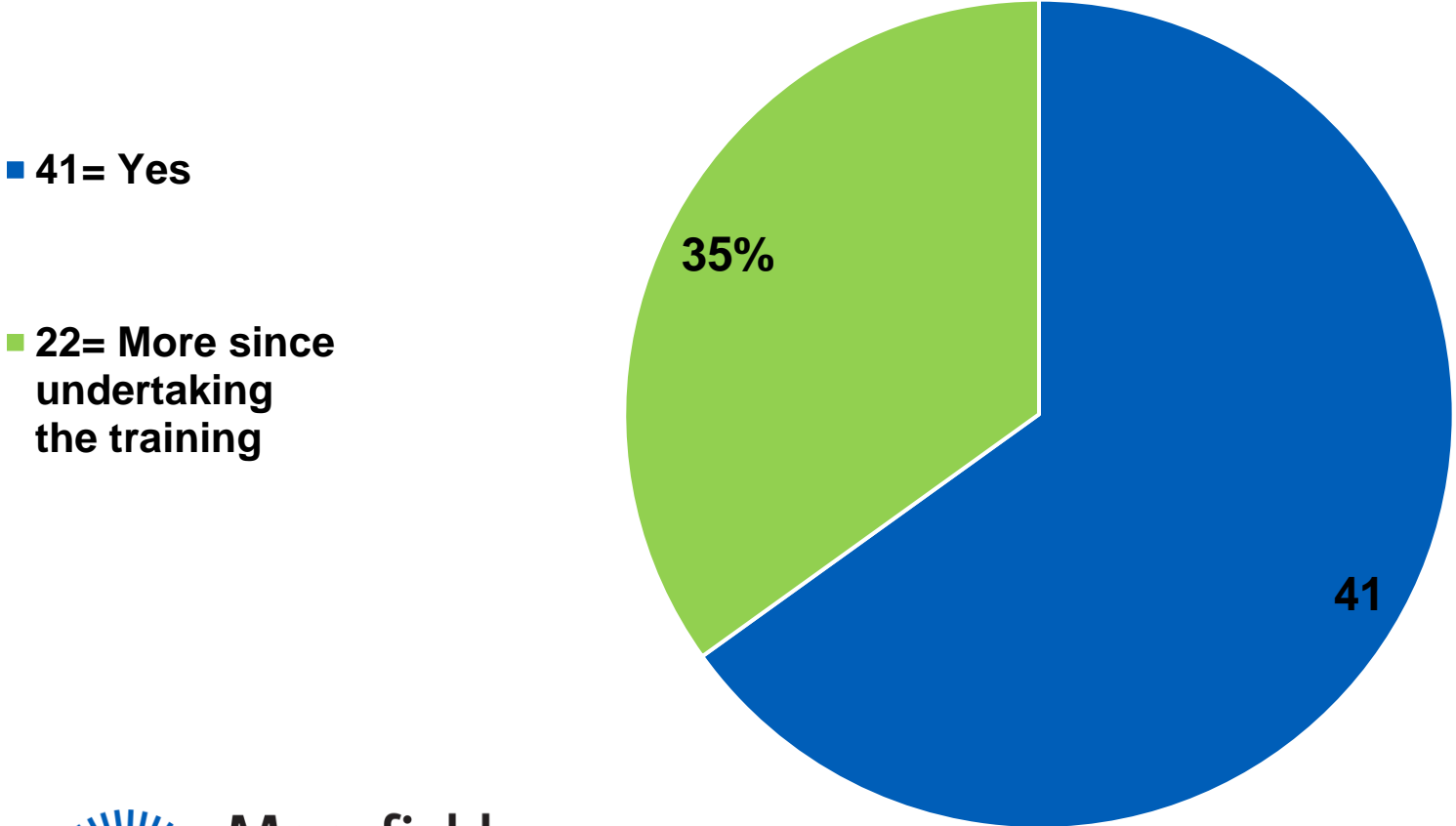
Pre-training - Have you undertaken sight loss simulation training before?



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Post training - Do you feel that you now have an understanding of the challenges that patients with sight loss experience during a visit to Moorfields Eye Hospital?



■ 41= Yes

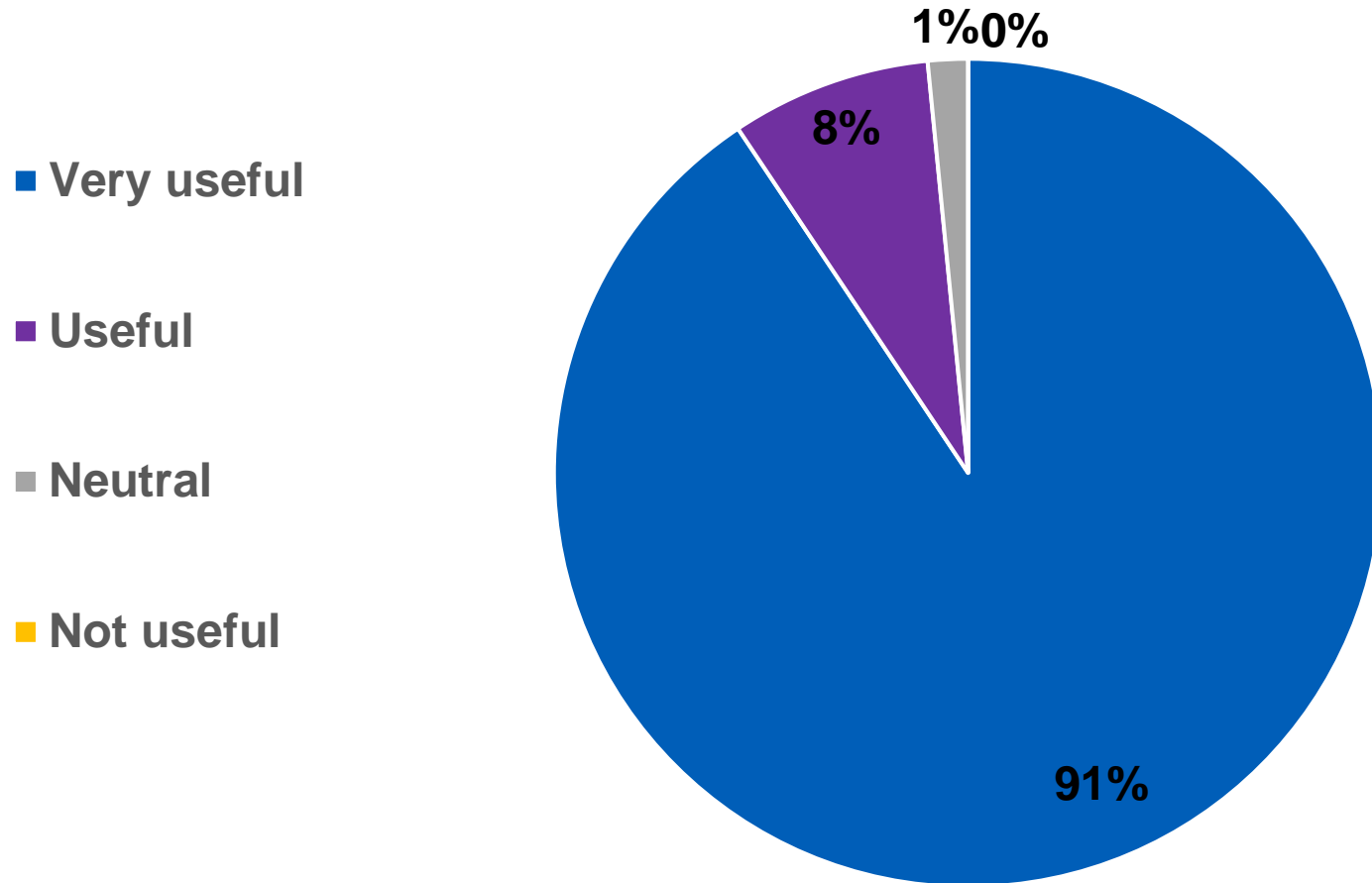
■ 22= More since undertaking the training



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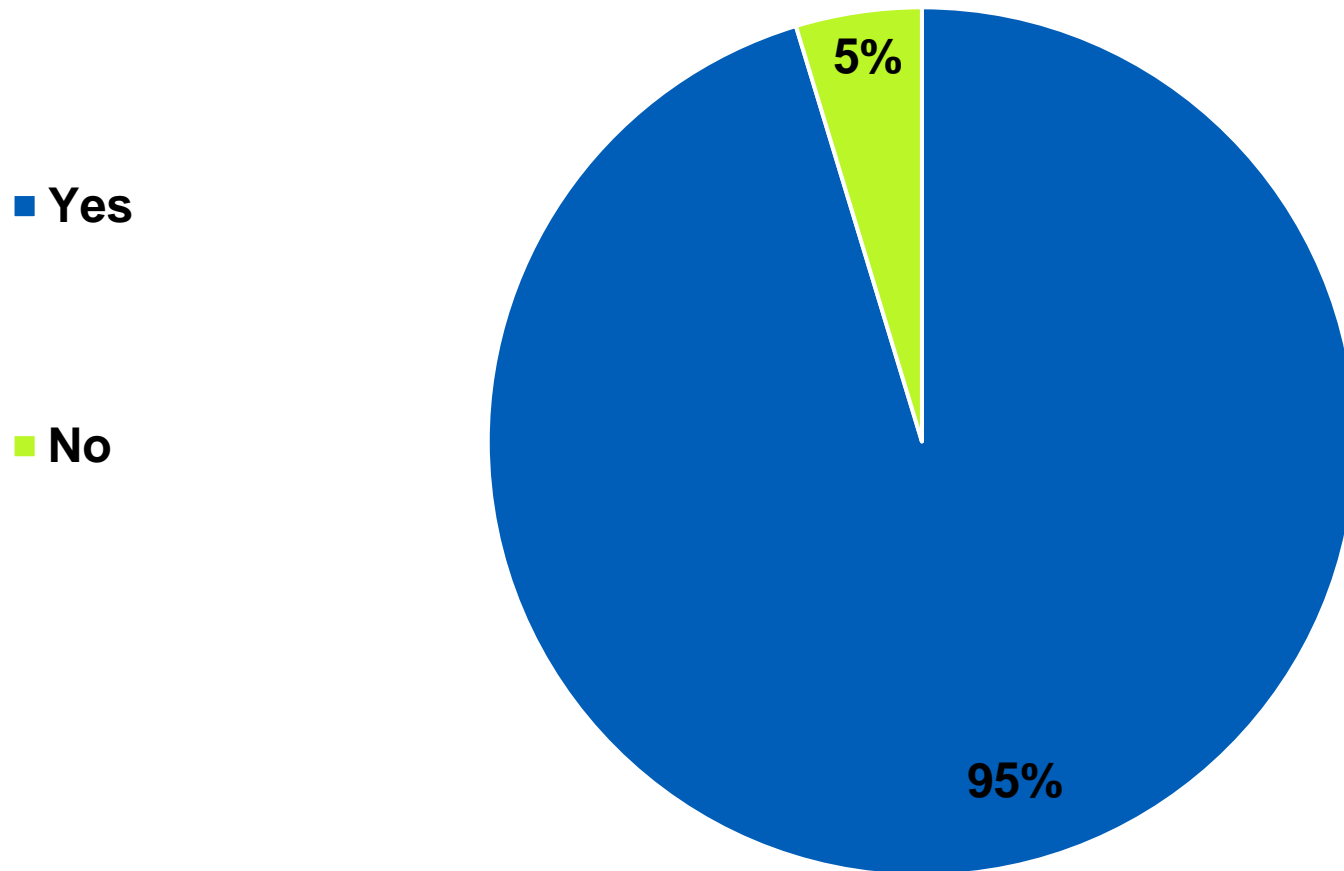
Post-training - How do you feel about the use of VR in training?



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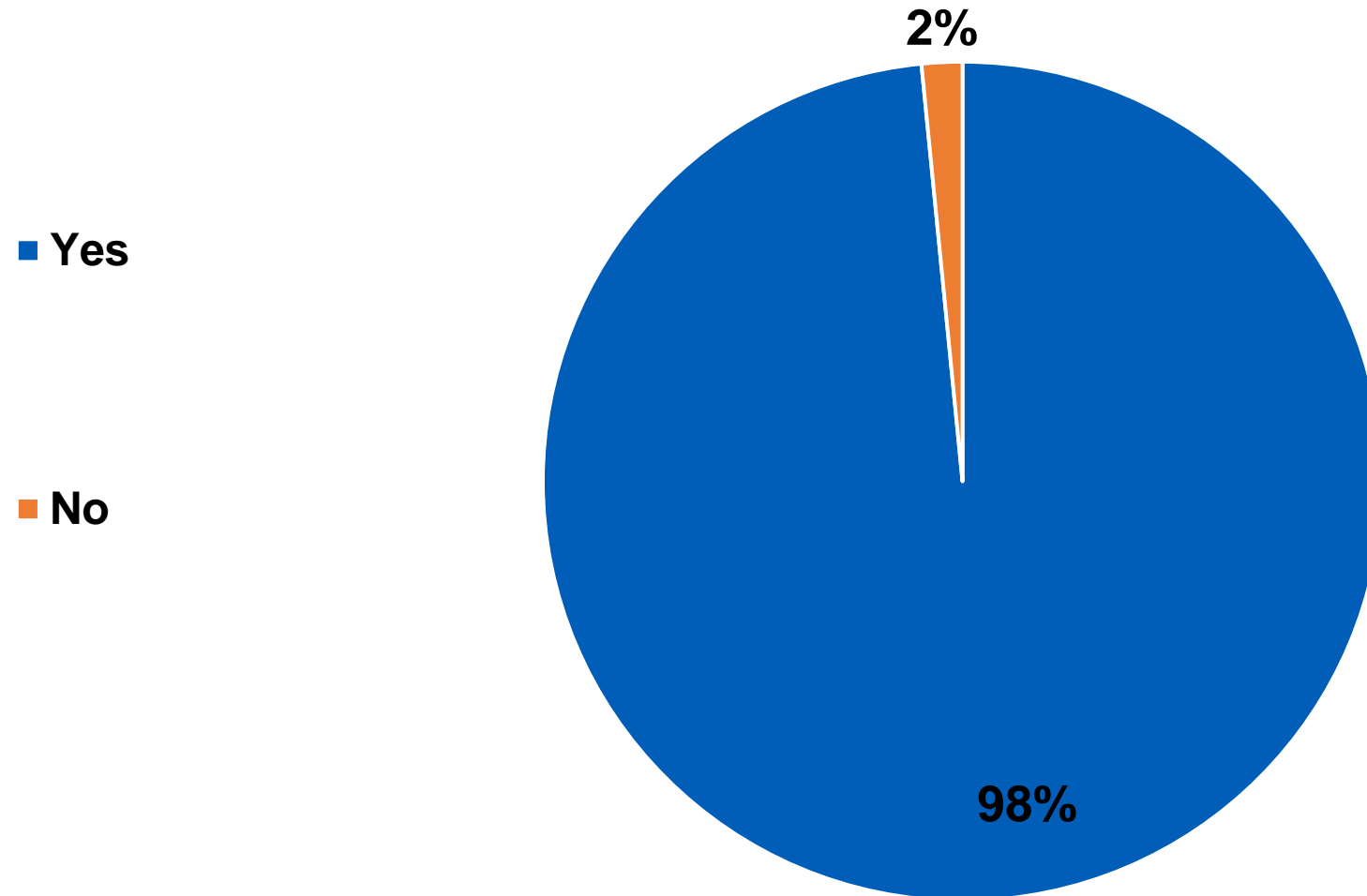
Post-training - Do you feel more compassionate towards your patients and sight impaired people since undertaking this training?



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Post-training - Will this training impact your practice and how you engage with patients? If so, please explain how?



I will change my practice and review my communication techniques.

I will always bear in mind the need to explain, give sufficient information, assist them to find places, and not assume patients can see signs, colours, read, find their way around.

Yes. Now I will be more compassionate and empathetic.

I can relate to those patients much more ever since I took the training as I understand better the way they perceive the world around them.

Yes. In the clinic we have a patients with visual impairment, stopping to ask if patients are okay, I believe will make a difference

I believe this will as it has given be a better insight to what a patient may experience when they do come to make a complaint. It will enable me to be empathetic towards how they feel and understand their concerns better

Yes, I will work on my voice volume control and tone to ensure warm reception.

I will make my nursing approach more person centred and tailored towards each person

Yes, it will.
I can relate to those patients much more ever since I took the training as I understand better the way they perceive the world around them

As I have undertaken this training I now know how to look after patients with sight impaired.

No?



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The engagement would still be the same.

I would like to talk to the patients with more caring attitudes. For example, talking to them at eye level with adequate distance and provide quiet environment as possible.

understanding others feeling, guide to find a way to adapt your work to them. how to communicate and how to behave towards these people.

I can ensure that the patient is updated more often and not left feeling alone.

It is a reminder of what we should be doing.

slowing down and taking the time to communicate properly

I will sit close to the patient and ask how he is coping. As a nurse, we should be an advocate for the patient. I want to explore how I can be.

Yes, it has an impact on how we should interact with patient and how we should behave while patient is around.

Yes, my understanding of sight impairment is clearer and it's very important to give all the information and approach patient in professional manner with care, compassion.

I will make my nursing approach more person centred and tailored towards each person



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Summary

Most staff surveyed find it useful in understand what it feels like to be visually impaired

Staff felt more compassionate after undertaking the training

Majority of staff find VR useful in training staff and welcome the use for future training

Staff felt this training impacted their practice and how they will engage with patients going forward

Most staff would recommend this training to other staff members



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Summary from debrief

- Majority of staff would prefer to have this training regularly ranging from 1-3 years
- Most staff agreed that the training should be made available to all staff across the Trust
- Staff would like to see different types of visual impairment represented