



# HEALTHWATCH CORNWALL SUPPORTING THE EYE UNIT AT THE ROYAL CORNWALL HOSPITAL TRUST

Did you know the Eye Unit is one of the busiest services at Royal Cornwall Hospital Trust? 16,000 patients were seen between June and August alone.

In 2018/19 you told us about your experiences at the Eye Unit:

- Long waiting times for appointments
- Too many cancellations
- Long waits to be seen in clinic
- A crowded clinic environment where private conversations can be overheard

We shared your feedback and have been supporting the Eye Unit to improve your experiences of care.

**WAITING ROOM**



**Have  
your  
say**

Your feedback makes a difference. Have your say at  
[www.healthwatchcornwall.co.uk](http://www.healthwatchcornwall.co.uk)

# WHAT HAS CHANGED?

A new way of working has been introduced to allow patients with minor eye conditions to be treated at their local opticians. This means the Eye Unit can see 18 more patients a week, improving waiting times for follow up appointments. It also means, some patients can be treated closer to home.

There is now a booking team dedicated to the Eye Unit. This means staff managing bookings are more knowledgeable and understanding. It has also helped communication between clinic and booking staff, making it easier to fit in extra patients following last minute cancellations and helping the team to see more patients.



**Talk to us...**

Peripheral clinics have been set up which help to reduce waiting lists for follow up appointments and reduce travel for some patients.

Appointment letters now include more information so you know what to expect when you come to your appointment.



A screening clinic has been introduced which is helping patients be seen by the right person at the right time.



Healthwatch Cornwall confirms these changes have led to much more positive feedback from people in recent months:



- Quality of care is good
- Information provision is good
- You don't have to wait too long in clinic for your appointment
- Accessing appointments and treatment waiting times are better, but there are still some issues



And more improvements are planned, from creating more rooms to increase capacity during clinics to developing advanced training for nurses in glaucoma so nurses can run clinics alongside doctors.

**Have your say**

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