

Healthwatch Sunderland  
Enter and View 2016  
Sunderland Eye Infirmary



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## About Healthwatch Sunderland

On the 1st April 2013 under the provisions of the Health and Social Care Act 2012 152 local Healthwatch organisations established throughout England.

These Local Healthwatch's have been set up across England to create a strong, independent consumer champion whose aim is to:

- Strengthen the collective voice of citizens and communities in influencing local health and social care services to better meet their needs
- Support people to find the right health and social care services for them by providing appropriate information, advice and signposting
- To encourage and support people and groups to share their views about services; listen to people's needs and experiences of services

We achieve this by:

- Listening to people, especially the most vulnerable, to understand their experiences and what matters most to them
- Influencing those who have the power to change services so that they better meet people's needs now and into the future
- Empowering and informing people to get the most from their health and social care services and encouraging other organisations to do the same





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# Introduction

## About Sunderland Eye Infirmary

Sunderland Eye Infirmary aims to provide the highest quality of service to patients and GPs.

They provide a whole range of ophthalmic services for the population of Sunderland and the immediate surrounding area and is also a sub-regional centre, servicing the population of the North East of England.

It is the home of the only 24/7 dedicated Ophthalmic Accident and Emergency Unit servicing the North East treating approximately 30,000 patients per year present with conditions ranging from minor eye irritations to major ocular trauma.

Further outpatient clinics are held at South Tyneside, Durham and Hartlepool. As a consequence of this referral rate, over 8000 patients are admitted or undergo surgery at the Eye Infirmary each year.



This year (2016) Sunderland Eye Infirmary celebrates 180 Years of being open, moving to their current premises in April 1948. Here you can see a young Queen Elizabeth opening the new Sunderland Eye Infirmary (Courtesy of Sunderland Eye Infirmary).





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## Services they provide

### Accident & Emergency Unit

24-hour, 7-day service in Sunderland Eye Infirmery. All patients will be triaged on presenting at reception. When triaged the patient will see either an experienced ophthalmic nurse practitioner for further assessment and treatment, or an Eye Doctor.

### Outpatients A

Provides a service to over 100,000 patients per year. This includes specialist consultant ophthalmologist new and review patients, clinics include Ocular motor clinics, oculoplastics, vitreoretinal, corneal, macular and cataract clinic. In addition nurse ran minor lid surgery and a blood monitoring clinic. Outreach clinics are based a Sacriston Stanley, Shotley Bridge and Washington.

### Outpatients B

A range of investigations and treatments are undertaken including laser treatments for diabetic eye disease and macular problems, photography of ocular problems, ultrasound scans and intravenous fluorescein angiography.

### Cataract Treatment Centre

The Cataract Treatment Centre (CTC) is a purpose built twin theatre suite, providing day case surgery. This Centre is also linked to an outpatients department (B), providing all aspects of ophthalmic outpatient services. The aim of CTC is to provide a high standard of patient-centred care, in a relaxed and friendly environment.

The Cataract Treatment Centre team is multi-disciplinary and includes medical staff, Optometrists, Nurses, Healthcare Assistants and ancillary staff.

### Glaucoma Unit

Patients are treated by an experienced team consisting of three consultant ophthalmologists and four nurses. Approximately 500 new referrals are seen each year with follow up appointments running at approximately 4,250.

### Haygarth Ward

Inpatient ward for the Eye Infirmery, it has separate areas for male and female patients and a dedicated children's ward and play area.

### Macular Unit

This unit treats and reviews patients diagnosed or suspected of having macular degeneration. This award winning department deals both effectively and efficiently with large numbers of patients through its outpatient facility offering both treatment and advice to those with this condition.

### Medical Photography Department

The photography department at the SEI provides a high quality, rapid access diagnostic and screening imaging service to the region. A wide range of medical conditions can be diagnosed and the progress of treatments monitored using a variety of imaging techniques available in the department. The SEI boasts a comprehensive selection of the latest imaging equipment allowing us to



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perform fluorescein and indocyanine green angiography, optical coherence tomography, corneal topography and specular microscopy.

### **On-site Pharmacy**

The pharmacy department based at the Eye Infirmery has a dispensary which mainly stocks various specialised eye preparations. We mainly dispense prescription medication to patients coming from all of the various clinics at the site besides preparing the discharge medications for in-patients. The pharmacy department also deals with queries from patients and other health care professionals on a daily basis. We offer counselling to all our patients on how to use their medications correctly. Our main responsibility is to ensure we provide a highly efficient and safe service.

### **Optometry Department**

The Optometry Department provides a specialist range of optometric services for patients attending Sunderland Eye Infirmery and its outreach clinics. These include refraction (eye tests for spectacles and contact lenses), specialist medical contact lenses for children and adults and low vision rehabilitation, with a comprehensive range of low visual aids (magnifiers) available. Our Eye Clinic Liaison Officer (ECLO) complements the low vision service by providing support and information to visually impaired patients. The optometrists also undertake a wide range of other outpatient clinics where they have been trained to undertake roles previously carried out by medical staff. These include medical retina and diabetic retinopathy new patient and review clinics, macular review clinics for patients undergoing treatment for wet macular

degeneration, new patient cataract and post-operative cataract clinics. The Optometry Department is also involved in training medical students, pre-registration optometrists and other health care professionals.

### **Orthoptic Department**

The Orthoptic clinic investigates diagnoses and manages unocular and binocular vision defects and abnormalities of eye movement and alignment. The orthoptists undertake primary vision screening of reception class children at school and manage those referred for strabismus (squint), lazy eye (amblyopia) and other ocular defects such as nystagmus. Secondary screening in some health clinics is also carried out.

Adult patients are seen, primarily in our specialised clinics. The department is also involved in training undergraduates and other health professionals.

The department manages outreach clinics from South Tyneside to Durham and Hartlepool.

Patients may be referred directly to consultants at each of these locations with the exception of Washington. These clinics are managed from the Eye Infirmery.

### **Clinical Trials Unit**

The Ophthalmology team at Sunderland Eye Infirmery is very committed to ongoing research and development to promote advancements in the care and treatment of patients with eye disease and as such a dedicated Clinical Trials Unit.



# Research

## Healthwatch Sunderland

Healthwatch Sunderland received and identified positive feedback from a number of service users of Sunderland Eye Infirmary. This was fed in by service users through our on-line and paper 'General Health Survey', engagement with service users and patient feedback from sources such as NHS Choices, Patient Opinion, CQC, the NHS Friends and Family Test and Google reviews.

91% of comments gathered were positive.

Here are some of the comments you made:

- "The Nurse was very helpful and considerate, I was very pleased with my care, they should be very proud"
- "The staff I saw were amazing, they were so patient, kind & thoughtful"
- "First class treatment carried out in a caring, empathetic manner"
- "Highly professional, kind and reassuring, 45 minutes from arrival to leaving Eye Infirmary"



Word cloud of positive comments





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## The Care Quality Commission inspection report for Sunderland Eye Infirmary

The Care Quality Commission inspected Sunderland Eye Infirmary as part of their comprehensive inspection of City Hospitals Sunderland NHS Foundation Trust, which includes this hospital and Sunderland Royal Hospital. They inspected Sunderland Eye Infirmary on 16 and 19 September 2014. Overall, they rated Sunderland Eye Infirmary as good. They rated it as good for being safe, effective, caring, responsive and well-led across each of the acute services they provide within the hospital.

Their key findings were as follows:

- Processes were in place to implement and monitor the use of evidence-based guidelines and standards to meet patients' care needs.
- Patients were provided with care in a compassionate manner and treated with dignity and respect.
- Arrangements were in place to manage and monitor the prevention and control of infection, with a dedicated team to support staff and ensure policies and procedures were implemented. All areas we visited were clean. Methicillin-resistant *Staphylococcus aureus* (MRSA) and *Clostridium difficile* (*C. difficile*) rates were within an acceptable range for the size of the trust.
- Patients were able to access suitable nutrition and hydration, including special diets. Patients reported that, on the whole, they were content with the quality and quantity of food.
- No concerns about staffing at this hospital. Staffing establishments and skill mix were maintained and regularly reviewed to maintain optimum staffing levels.
- No concerns about mortality rates at this hospital.
- The importance of patients' and public views were recognised and mechanisms were in place to hear and act on patients' feedback.

They also saw an area of outstanding practice:

- The enhanced recovery pathway for cataract surgery and the role of the primary nurse were viewed as an excellent development of the service and resulted in individual surgeons' cataract audits showing consistently higher visual acuity outcomes compared to benchmark standard (UK Cataract National Dataset audit).



## Sunderland Eye Infirmary results on the ‘Friend and Family Test’

The NHS Friends and Family Test (FFT) was created to help service providers and commissioners understand whether their patients are happy with the service provided, or where improvements are needed. It is a quick and anonymous way to give your views after receiving care or treatment across the NHS.

Sunderland Eye Infirmary results were as follows:

- Friends and Family Test: Inpatient  
100% Patients recommend this hospital - 98 responses
- Friends and Family Test score: A&E  
95% Patients recommend this hospital - 221 responses
- Friends and Family Test score: Staff - Care  
82% staff recommend this hospital for care - 553 responses - 5099 staff work at this trust.
- Friends and Family Test score: Staff - Work  
69% staff recommend this hospital as a place to work - 553 responses - 5099 staff work at this trust.
- Friends and Family test score: Outpatients  
98% Patients recommend this hospital - 859 responses.

**THE NHS FRIENDS AND FAMILY TEST**

We would like you to think about your recent experience of our service.  
How likely are you to recommend our dental practice to friends and family if they needed similar care or treatment?

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely Unlikely	Don't Know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Thinking about your response to this question, what is the main reason why you feel this way?

**A little bit about you:**

<b>Are you?</b> Male <input type="checkbox"/> Female <input type="checkbox"/>	<b>What age are you?</b> <input type="checkbox"/> 0-15 <input type="checkbox"/> 55-64 <input type="checkbox"/> 16-24 <input type="checkbox"/> 65-74 <input type="checkbox"/> 25-34 <input type="checkbox"/> 75-84 <input type="checkbox"/> 35-44 <input type="checkbox"/> 85+ <input type="checkbox"/> 45-54	<b>Do you consider yourself to have a disability?</b> Yes <input type="checkbox"/> No <input type="checkbox"/> Details: <input type="text"/>
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**Which of the following best describes your ethnic background?**

<b>White</b> <input type="checkbox"/> British <input type="checkbox"/> Irish <input type="checkbox"/> Other white background	<b>Asian or Asian British</b> <input type="checkbox"/> Indian <input type="checkbox"/> Pakistani <input type="checkbox"/> Bangladeshi <input type="checkbox"/> Chinese <input type="checkbox"/> Other Asian background	<b>Mixed</b> <input type="checkbox"/> White and Black Caribbean <input type="checkbox"/> White and Black African <input type="checkbox"/> White and Asian <input type="checkbox"/> Other Mixed Background
<b>Black or Black British</b> <input type="checkbox"/> Caribbean <input type="checkbox"/> African <input type="checkbox"/> Other Black background	<b>Other</b> <input type="checkbox"/> Anything else <input type="checkbox"/> I would rather not say	

**Are you?**  
 the patient     the parent or carer     the patient and parent/carer

Thank you for completing the card and providing us with feedback to improve our services.  
 If you DO NOT wish your anonymous comments to be shared then please tick here:

NHS Friends and Family Test Paper Survey Form, Courtesy of the NHS



## Our visit to Sunderland Eye Infirmary

On the 28<sup>th</sup> June 2016 Healthwatch Sunderland visited Sunderland Eye Infirmary to present a certificate of congratulation for all the positive feedback from the public and amazing work they carry out.

We were greeted by Andrea Hetherington, Deputy Head of Corporate Affairs at the City Hospitals Sunderland NHS Foundation Trust who introduced us to Rebecca Elliott, Offender Health Programme Manager at City Hospitals Sunderland NHS Foundation Trust.

Following this visit we decided to carry out an additional visit to carry out some surveys with patients of the hospital and staff as we wished to discover what they felt make it a good service.

Trained Healthwatch Sunderland authorised representatives were selected to carry out the Enter and View visit which took place on 28<sup>th</sup> September. An authorised representative is someone who is trained in Enter and View methodology so that they can effectively capture the patient's experience.

Standard questions were asked to both patients and staff and the Enter and View team spoke with 13 patients in total and assisted with the completion of a questionnaire. Four staff from different departments were also spoken to in person.

We visited the Accident and Emergency Department, the Macular Unit, Haygarth Ward and the Outpatients Department.





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# Findings

## Patient's feedback

We spoke to 14 patients in total who were receiving various different treatments across different departments. We wished to discover;

- the quality of care and service they received
- the level of care from staff
- what makes it a good service

## Quality of care

Of those spoken to the majority, 61% stated the quality of care they received as excellent. A further 31% viewed it as very good and 8% as good. No one rated it fair or poor.

## Staff attitude

When questioned about the attitude of staff 38% rated it as excellent and 62% as very good. Again no one rated them as poor or fair.

## What makes it a good service?

We also asked what they thought was the best part of the service they received and various comments were made.

92% of people responded to say that the staff were the best part citing that the doctors, nurses and reception staff were friendly, know your name if you're a long term patient, take the time out to help and support you and are very professional in their manner.

Other comments included the speed at which patients were seen in A & E which was quick and efficient, it was an upbeat hospital and a person centered approach was adopted.

## Additional comments

When asked for any additional comments, the majority of patients made some very positive comments praising that staff and the care they had received. We received two negative comments from those spoken, to one of which stated that the car parking was expensive and one patient explained her son had allegedly been originally misdiagnosed when first using the service but happy with the care he now receives.



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## Staff Feedback

We spoke to four staff in total from various roles and departments including the Directorate Manager, Junior Sister, A & E Department Manager and a Charge Nurse.

When speaking to staff we wished to discover why they believed feedback on service provision was continually positive.

The responses we received have some common themes. All staff felt that staff tried to treat patients as individuals and adopted a person centred approach. They believed that staff are there for the patient and go above and beyond when necessary.

Staff had a lot of skills due to the length of service that the majority had been working there, this in turn helped to create a supportive environment that they all enjoyed working in.

This was reflected in the length of time that staff had been working at the hospital, collectively the four staff had over 66 years' service at the hospital.

Two staff members also suggested that being a smaller hospital helped with the high level of service provision. They felt that it helped that staff knew one another well and that they worked together as a team and always looked to improve the service they provided.

When asked for areas of improvement all staff acknowledged that the building itself was the biggest constraint. The building didn't always lend itself to the volume of patients they dealt with and on occasion they have room shortages.

In addition to this one staff member commented on the potential loss of some senior staff who were approaching retirement age. This could potentially lead to a loss of some valued experience.

## Thoughts from Healthwatch Sunderland

Healthwatch Sunderland would like to say a special thanks to Tina Morrell (Directorate Manager) and Denise Johnson (Matron) based at the Eye Infirmary who helped to organise the visit and fully supported us throughout the Enter & View process.

We would also like to thank all the staff and patients who took the time out to talk to us and share their experiences openly and honestly. The feedback we received helps to show the dedication and hard work of all the staff at the hospital and how they have helped to make the service they provide one that continually receives praise from patients. This is a great example of good practice at work and one that those involved should be proud of.