

**High levels of patient satisfaction with the Bristol Eye Hospital Lucentis Service for wet macular degeneration.**

A recent survey (summer 2009) conducted at Bristol Eye Hospital in collaboration with the UH Bristol Trust Patient Involvement Team showed high levels of patient satisfaction with the Lucentis service. This is a new treatment service for patients suffering from wet age-related macular degeneration, a potentially blinding disease of the elderly. Bristol eye hospital has been providing Lucentis treatment since November 2007 and currently sees around 130 patients a week.

The survey was carried out over a one week period in June 2009, using an electronic touch screen operated questionnaire. A total of 129 patients attended 8 Lucentis clinics during this period. The response rate was 67.4%.

All the 76 respondents (100%) rated the overall care received in the Lucentis clinic as either excellent (65.3%), very good (29.3%) or good (5.3%). Levels of satisfaction with hospital staff friendliness and overall communication were good and 86.7% patients felt they were definitely involved in decisions about their care and treatment.

Ninety six per cent said they would recommend Bristol Eye Hospital to family and friends.

The table below summarises the responses to all the questions.

Question	Answer	n	%
<b>When you arrived at the Bristol Eye Hospital today, were the main reception staff friendly and helpful? (76)</b>	Yes, definitely	72	94.74%
	Yes, to some extent	4	5.26%
	No	0	0.00%
	Can't remember	0	0.00%
<b>Was it easy to find your way from the main hospital reception to the Lucentis Therapy Clinic on Floor 2? (76)</b>	Yes	73	96.05%
	No	3	3.95%
	Can't remember	0	0.00%
<b>On arrival at the Lucentis Therapy Clinic on Floor 2, were the staff friendly and helpful? (76)</b>	Yes, definitely	72	94.74%
	Yes, to some extent	2	2.63%
	No	0	0.00%
	I did not see any staff on arrival	2	2.63%
	Can't remember	0	0.00%
<b>Did a nurse in the clinic fully explain the treatment that you would be having during your visit? (76)</b>	Yes, definitely	43	56.58%
	Yes, to some extent	8	10.53%
	No	8	10.53%
	I did not see a nurse	16	21.05%
	Can't remember	1	1.32%
<b>Do you feel the nurse took time to listen to your concerns? (60)</b>	Yes, definitely	24	40.00%
	Yes, some extent	4	6.67%
	No	0	0.00%
	I did not have concerns	31	51.67%

	Can't remember	1	1.67%
<b>Was the photographer who scanned your eyes friendly and helpful? (76)</b>	Yes, definitely	73	96.05%
	Yes, to some extent	3	3.95%
	No	0	0.00%
	Can't remember	0	0.00%
<b>Did the photographer fully explain the scanning procedure that he was going to perform on you? (76)</b>	Yes, completely	64	84.21%
	Yes, to some extent	8	10.53%
	No	2	2.63%
	Can't remember	2	2.63%
<b>During your consultation, do you feel the doctor took the time to listen to your concerns? (76)</b>	Yes, definitely	59	77.63%
	Yes, to some extent	11	14.47%
	No	1	1.32%
	I did not have concerns	5	6.58%
<b>If you asked the doctor questions during your consultation, did you get answers you could understand? (75)</b>	Yes, completely	55	73.33%
	Yes, to some extent	5	6.67%
	No	0	0.00%
	I did not ask any questions	15	20.00%
	Can't remember	0	0.00%
<b>Do you feel you were as involved as you wanted to be in decisions about your care and treatment? (75)</b>	Yes, definitely	65	86.67%
	Yes, to some extent	9	12.00%
	No	1	1.33%
<b>Did you have a Lucentis injection either during today's visit or the last time you came to the Eye Hospital? (75)</b>	Yes	53	70.67%
	No	22	29.33%
<b>Did the doctor who gave you the injection clearly explain what would happen during the procedure? (53)</b>	Yes, definitely	36	67.92%
	Yes, to some extent	12	22.64%
	No	3	5.66%
	Can't remember	2	3.77%
<b>During the procedure itself, were you kept fully informed about what was happening? (53)</b>	Yes, completely	39	73.58%
	Yes, to some extent	9	16.98%
	No	3	5.66%
	Can't remember	2	3.77%
<b>Overall, how would you rate the care you received during your visit to the Lucentis Clinic today? (75)</b>	Excellent	49	65.33%
	Very good	22	29.33%
	Good	4	5.33%
	Fair	0	0.00%
	Poor	0	0.00%
<b>Would you recommend the Bristol Eye Hospital to family and friends? (75)</b>	Yes	72	96.00%
	No	2	2.67%
	Not sure	1	1.33%
<b>Any other comments (e.g. how we could improve the service, what you like about the service)? (74)</b>	Answered	55	74.32%
	Unanswered	19	25.68%