

Quality Improvement Strategy v3

Eye Care Medical is an NHS independent provider established in 2008.

We are the only dedicated provider for the treatment of macula degeneration in the UK. We pride ourselves in providing a consistently rapid, consultant led high quality NHS service.

We provide 1 stop macula clinics in community locations.

We provide over 500 appointments and 300 treatments per month.

As a result we are acutely aware of the importance of reporting and monitoring and responding and improving our service in order for successful and safe practice.

Our Quality improvement strategy is about making improvements for our staff as well as for our patients.

Staff

Our strategy aims to stimulate, educate and guide thinking, leading to the empowerment of all staff to initiate and lead quality work in their services.

We aim to identify areas of concern and empower staff to innovate and redesign the way care is provided. It is about making change happen and minimising red tape.

Eyecare medical believes that in order for change to happen everyone's voice is important. We achieve this aim by regular company meetings with staff and receiving staff feedback. Our department facilitates open and frank discussion and immediate reporting of any potential or real critical incidents or errors and narrowly avoided mistakes. We create an environment where it is safe to talk and institute a no blame culture for mistakes. Best practice is then rapidly disseminated and corrective practices can be introduced.

We strive to provide an all inclusive, safe non discriminatory working environment whereby staff are able to work without fear of their race, disability, sexual orientation.

We do this through:

- Regular appraisals for all staff
- Providing facilities and space for staff to accommodate their religious, cultural or disability needs.
- Wellness days and counselling

Patients

Because of the high patient throughput, our assessment and treatment pathways need to be well documented, clear and safe so that patients are diagnosed and treated safely consistently 100% of the time.

This relates to patient identification, disease and treatment given.

We achieve this by continual monitoring and auditing of outcomes and using best practice. We understand and work with all patients and provide different support depending on differing needs. We introduced patient labelling to this effect.

We aim to share improvements learnt across the region to ensure our patients benefit.

ECM are patient centred and focused. We ensure 'that there are people to help when you need them', and that our patients 'feel that they have been listened to and that their care is tailored to them'. Patient education can help better patient compliance, attendance, understanding and outcomes.

We have a full range of patient educational advice material and signposted support groups for low visual care and social care as well as transport.

We provide a 24/7 nurse led support helpline. In addition all patients that receive their first treatment and any other specifically identified at risk patients are contacted within 24 hours to ensure their welfare and concerns are answered.

There is a full backup of nurse and doctor advice and support.

ECM also aim to be :

Epidemic ready; for respiratory diseases such as Covid and influenza through internal measures, supporting the vaccination programme, supporting system resilience and patient flow.

- Promote and support the health and wellbeing of our workforce.
- Develop integrated provision with a stronger focus on prevention and proactive care, such as preventative prophylactic diabetic care instead of reactionary. This is extremely beneficial and eventually cost saving after initial cost upfront loading.
- Work pro-actively across the organisation to understand and improve health equality.

We audit patient satisfaction with Friends and family testing and questionnaires which exceed 95% high satisfaction rates.

Our complication rates are monitored and are constantly negligible with no critical incidents.

ECM quality improvement plans:

- Developing accurate audit methodology and data submissions
- Maintaining an updated appointment system to avoid overbooking at peak times and underbooking off peak.
- Guiding patients to best means of transport and improving patient written and verbal information.
- Filling cancelled appointments.
- SMS text alerts to mobile equipped patients or relatives or phone calls.
- Reducing waiting times in the clinic.
- Holistic and social care
- Updating information on our website to include easily understood policy statements.

Our Quality Strategy is supported with a robust approach to quality assurance and clinical governance processes.

Quality improvement is supported through governance arrangements: Quality Patient Safety, Clinical Effectiveness, Patient Experience, Patient Safety, Incident Reporting and Management, National Audit Complaint.

The delivery of our services meets the standards set by professional bodies and local standards. All our medical and nursing staff are appraised and revalidated in line with national guidelines.

This Statement will be reviewed in 1 years time - November 2024