

Minute Item 14

In accordance with Standing Order 28, Miss Patricia Strange of Rodbourne Cheney, Swindon, submitted a written question regarding the Care Quality Commission's visit to the Ophthalmology Department at Great Western Hospital.

Question:

Prior to the Care Quality Commissioning visit to the Great Western Hospital in March, I responded to a request in the Swindon Advertiser to contact them to raise any issues one might have. This I duly did. Were any issues regarding the Ophthalmology Department raised by them?

Response:

The latest CQC inspection report for Great Western Hospital NHS Foundation Trust is dated 4 August 2017. The inspection team inspected the following six core services at Great Western Hospital:

- Urgent and emergency services
- Medical care (including older people's care)
- Surgery
- Critical care
- Services for children and young people
- Outpatients and diagnostic imaging

Although no inspection was carried out within the Ophthalmology Department, the following issues were raised within the report:

- There were a high number of patients waiting for non-cancer outpatient appointments, with the most in ophthalmology. There were also delays in sending out of letters to patients after their appointment.
- Improvements required on the backlog in typing time times in outpatients and the delay in letters being sent to GPs.

Swindon CCG facilitates a Swindon Eye Health Patient Reference Group (PRG). The purpose of the PRG is to contribute to improving the quality and patient experiences of Swindon Eye Health Services across hospital care, primary care and community services and this is achieved by drawing on the experiences of PRG members themselves. The next meeting is being held on Monday 6 November at 12 pm in The Academy, Great Western Hospital. If the writer wishes to attend and share their experiences, please ask them to contact communications@swindonccg.nhs.uk. Ophthalmology staff attend these meetings and any feedback is provided to them directly.