

Project HERCULES: Designing New Healthcare Delivery Systems for Efficiency and Patient and Staff Safety in the Age of Pandemics

Background

During the pandemic, over one million NHS ophthalmology appointments have been delayed, creating a huge backlog and the potential for thousands of cases of avoidable blindness. To help address this backlog, University College London (UCL) and Moorfields Eye Hospital NHS Foundation Trust have launched Project HERCULES, in partnership with project funders, National Institute for Health and Care Research Biomedical Research Centre, and commercial partners: Zeiss, Optos, and Ubisense Ltd. This project is developing a new system for providing eye health check-ups more quickly, so people can get treatment sooner. If successful, this HERCULES system can be used by other areas of healthcare within the NHS.

Why do we need your help?

We are inviting you to help us design a questionnaire that identifies important features that people with stable long-term eye conditions think about when deciding where to go to get their regular eye check-ups. The first step to this is drawing up a list of features that may be considered important. We have drafted a list of possible features and would like your views about whether the listed features are important to you, and if there are any we have missed.

What we would like you to do:

First, you will see a list of features that might be important when thinking about getting a check-up for a long-term eye condition. For each feature listed, please indicate whether each feature matters to you or not.

Second, we would like to learn which of these features matters the most to you. please identify the six most important features by order of importance to you (1 = "most important", 2 = "second most important", and so on).

Third, please tell us a bit about yourself by answering the brief questions at the end.

Question 1

When thinking about getting an eye check-up for a longstanding eye condition, are the following features important to you when deciding where to go for the check-up? (Please tick "yes" or "no" as appropriate)

At the bottom of the list, please add any other features that are important to you that we have missed.

How long it takes to get a date for an appointment ☐ Yes
☐ No

(This is the time between being booked for an appointment and actually going for an appointment)

The length of an appointment ☐ Yes
☐ No

(This is the time between arriving for your appointment and leaving after your appointment)

How long it takes to get your results ☐ Yes
☐ No

(This is the time between your appointment and getting your check-up results)

How long it takes for you to get to where your appointment is. ☐ Yes
☐ No

(This is the amount of time it takes for you to travel from where you live to your appointment)

Whether it is possible to park at the building where you have your appointment ☐ Yes
☐ No

Whether it is easy to get to your appointment by public transport ☐ Yes
☐ No

How well your results are explained to you ☐ Yes
☐ No

(This includes how easy it is to understand what you are told about your results, as well as what you are told about when and how you will get your results)

How your results are stored and passed on ☐ Yes
☐ No

(This includes how results are passed on between different departments within the check-up venue and to other parts of the NHS if you change where you do your regular eye check-up)

The qualification and experience of the health care professional doing the tests at the check-up ☐ Yes
☐ No

(The qualification and experience of the person doing the tests at the check-up)

Availability of other services, like emergency care or other eye care services, at the same eye check-up venue ☐ Yes
☐ No

Appointment reminders ☐ Yes
☐ No

(How the eye check-up venue books and reminds patients about their appointment. This includes how friendly and efficient they are and how easy they are to understand)

Whether one or multiple people conduct the various required tests during the eye check-up appointment ☐ Yes
☐ No

Are there any other important features not mentioned above? ☐ Yes
☐ No

Please list the first missing feature

Please list the second missing feature

Please list the third missing feature

Please list the fourth missing feature

Question 2.

These are the features that you have chosen in question 1. Please identify the six most important features from this list according to how important they are to you (1=most important, 2=second most important, and so on).

Please fill in the text box provided

Whether it is easy to get to your appointment by public transport

(1=most important, 2=second most important, and soon)

Whether it is possible to park at the building where you have your appointment

(1=most important, 2=second most important, and soon)

How well your results are explained to you.

(This includes how easy it is to understand what you told about your results, as well as what you are told about when and how you will get your results)

(1=most important, 2=second most important, and so on)

The qualification and experience of the health care professional doing the tests at the check-up

(The qualification and experience of the person doing the tests at the check-up)

(1=most important, 2=second most important, and so on)

How long it takes for you to get to where your appointment is

(This is the amount of time it takes for you to travel from where you live to your appointment)

(1=most important, 2=second most important, and so on)

The length of an appointment

(This is the time between arriving for your appointment and leaving after your appointment)

(1=most important, 2=second most important, and so on)

How long it takes to get a date for an appointment

(This is the time between being booked for an appointment and actually going for an appointment)

(1=most important, 2=second most important, and so on)

How your results are stored and passed on

(This includes between different departments within check-up venue and to other parts of the NHS should you change where you do your regular eye check-up)

(1=most important, 2=second most important, and so on)

Availability of other services, like emergency care or other eye care services, at the same eye check-up venue

(1=most important, 2=second most important, and soon)

How long it takes to get your results

(This is the time between your appointment and getting check-up results)

(1=most important, 2=second most important, and so on)

Appointment reminders

(How the eye check-up venue books and reminds patients about their appointment. This includes how friendly and efficient they are and how easy they are to understand)

(1=most important, 2=second most important, and so on)

Whether one or multiple people conduct the various required tests during the eye check-up appointment

(1=most important, 2=second most important, and soon)

[other_attributes_list1_v2]

(1=most important, 2=second most important, and soon)

[other_attributes_list2_v2]

(1=most important, 2=second most important, and soon)

[other_attributes_list3_v2]

(1=most important, 2=second most important, and soon)

[other_attributes_list4_v2]

(1=most important, 2=second most important, and soon)

Question 3

Please tell us about yourself.

(Check as appropriate)

Which of these best describes your gender identity?

- ☐ Female
☐ Male
☐ Other
☐ Prefer not to say

You ticked Other for gender, please specify

What is your age group?

- ☐ 18-24 years
☐ 25-34 years
☐ 35-44 years
☐ 45-54 years
☐ 55-64 years
☐ 65-74 years
☐ 75-84 years
☐ 85 years and older
☐ Prefer not to say

Which of the following best describes your ethnicity?

- ☐ Asian or Asian British
☐ Black, Black British, Caribbean, or African
☐ Mixed or multiple ethnic groups
☐ White
☐ Other
☐ Prefer not to say

You ticked 'Other' ethnicity, please specify

Which of the following best describes your highest completed level of education

- ☐ Higher degree
☐ Degree
☐ A level (or equivalent)
☐ HNC/HND (or equivalent)
☐ NVQ (or equivalent) GCSE
☐ (or equivalent)
☐ No qualification
☐ Other
☐ Prefer not to say
 (HNC = Higher National Certificate, HND = Higher National Diploma, NVQ = National Vocational Qualification, GCSE = General Certificate of Secondary Education)

You ticked Other level of education, please specify

Which of the following best describes your living arrangements?

- ☐ I own my home
☐ I rent from local authority/housing association
☐ I rent privately
☐ Other (e.g. living with friends or family)
☐ Prefer not to say

Which of these best describes you?

- ☐ Patient
☐ Healthcare professional
☐ Other
☐ Prefer not to say

You selected other, please specify how you would categorize yourself

Do you have any health conditions?

- ☐ Yes
☐ No
☐ Prefer not to say

How would you describe your health condition? Please tick all that apply.

- ☐ Long-term eye condition
☐ Non-long-term eye condition
☐ Other long-term condition
☐ Other non long-term condition
☐ Prefer not to say

You chose 'Other type of condition', please specify

How often are you asked to go for a routine eye health check-up about this condition?

- ☐ Once every 2-6 months?
☐ Once a year
☐ Once every 1.5 years
☐ Once every 2 years
☐ Prefer not to say

Do you have regular eye injections?

- ☐ Yes
☐ No

☐☐☐ Prefer not to say☐

How would you describe your health in general

☐ Very good☐ Good Poor☐ Very poor☐ Prefer not to say

Where do you currently live?

☐ Scotland☐ Wales☐ England☐ Northern Ireland☐ Prefer not to say

Where in England do you live?

☐ North east and Yorkshire☐ North west☐ Midlands☐ East of England☐ South east☐ South west☐ London☐ Prefer not to say

Where in London do you live?

☐ North west London☐ Central London East☐ London☐ South east London☐ South west London☐ Prefer not to say

How do you usually travel from where you live to get health services?

☐ I use public transport☐ I drive myself☐ A family member or friend drives me☐ use a taxi/cab-hailing service☐ Other☐ Prefer not to say

You selected 'Other' mode of transport, please specify. _____

Do you have any other thoughts or comments on the questions above or the project in general? _____