



Newcastle Westgate Cataract Centre

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Healthcare at its best
with people at our heart



Our challenges

Pre Covid

- One high volume theatre per day for cataracts - all other lists were mixed
- Lists were not staggered
- Patients were on site for up to 5 hours due to inefficient pathway
- Reliant on WLI and transfer of patients to the independent sector to manage demand

7,433

Patients operated on at RVI in 19/20

404

Patients operated on at Nuffield in 19/20

7,837

Total number of patients operated on in 19/20

During Covid

- Lockdowns and staff shortages
- At peak, over 6000 patients waiting for cataract's
- Patients frightened to attend hospital and postponing surgery





What we needed to do

- Design a bespoke cataract unit which encouraged safe and efficient patient flow whilst being covid friendly
- Look at areas of best practise to develop new patient pathways
- Focus on patient experience by reducing the pathway time from up to 5 hours to up to 1.5 hours and including a named nurse to follow a patient from start to finish
- Consult with staff across all staff groups in collaboration with peri-ops
- Develop a robust training plan incorporating various run through's – tweaking the pathway with each
- Develop informative patient information for pre and post surgery to manage expectations especially of those attending NWCC for their second eye
- Consider access and criteria for patients to be listed for NWCC



What we did



The Newcastle upon Tyne Hospitals
NHS Foundation Trust



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What have we achieved

In 2021/22 we have managed to achieve...

8,020

Patients operated on at NWCC and RVI

1,200

Patients transferred to IS

4

Patients waiting +104ww for surgery reduced from 192 in November 2021

Managing **volume** in a new world

In 2021/22, we have undertaken 7,022 cataract operations at NWCC and 998 at the which is an increase from 19/20 without the requirement of WLI or use of IS.

Improved **patient experience**

Received outstanding feedback from patients about how efficient their service was. Especially from those who has 2nd eyes undertaken at NWCC

Increased **accessibility**

Within the first 6 months of opening, we have widened the criteria of those who can attend NWCC meaning that only a small number of patients are not suitable



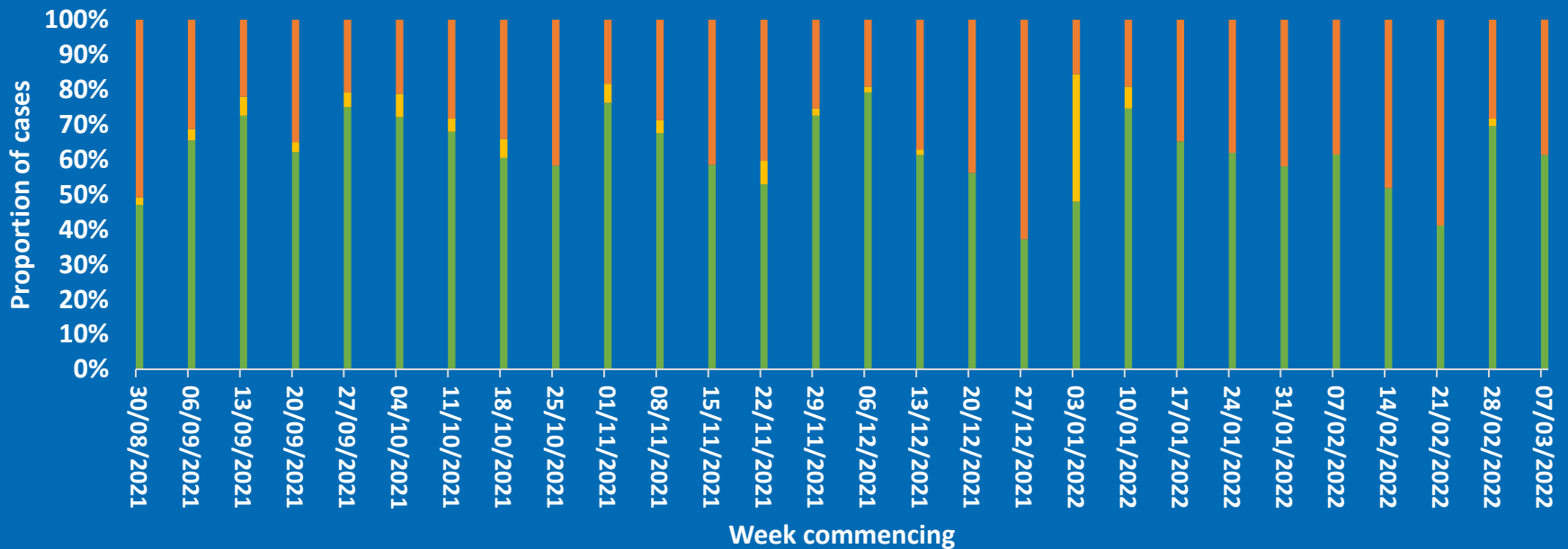
What we have achieved

Cataract Operations at NWCC

Planned vs Actual vs Target

30th August 2020 to 13th March 2022

Actual Cases Planned cases Target



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What is next

3,407

Patients waiting
for first cataract
appointment

191

Patients waiting
for surgery

Our priorities for the year ahead

- Increase planned cases to min of 8 on a list
- Utilise jack and jill approach further where appropriate
- Continue to work with nursing staff, peri op staff and surgeons to further develop the pathway and continue to make improvements
- Aim to have no +52ww for cataracts by end of June
- Once backlog reduced, consider what else space can be used for where lists cannot be covered due to absence





Thank you

Any questions?



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