

Healthwatch Birmingham's response to NHS England's Survey: EyeWise

Healthwatch Birmingham welcomes the opportunity to respond to NHS England's patient experience initiative for eye services across the country. Our key role is to make sure that patients, the public, service users, and carers (PPSuC) are at the heart of service improvement in health and social care.

We welcome that NHS England is taking the time to listen to the experiences of patients and share these experiences with appropriate stakeholders. Healthwatch Birmingham believes that it is important to involve patients in service design and improvement. Crucial to this is using their views and experiences of the service to make improvements. Healthwatch Birmingham also believes that it is important to not only use patient experiences to improve services but to also use these to address issues of health inequality.

We ask that the experiences gathered during this exercise are also used to identify, understand and address health inequality issues that impact service user access to services and the quality of services. We believe that patient and public involvement, in any aspect of health and social care provision, can only be fully effective if one of its purposes (or even its main purpose) is to identify, understand and address health inequality.

We welcome that patient experiences gathered during this process will be shared with relevant stakeholders. We hope that a key part of this process will include feeding back to patients how their experiences have been used to inform service improvement or changes. We strongly believe that if patients know that their feedback is used to improve services, they are more likely to be encouraged to give feedback not just for this exercise but on a continual basis.

A key role for Healthwatch Birmingham is to listen to service users, the public and carers' experiences of accessing health and social care in Birmingham. Regarding the period of interest (from April 2018), people have told us their experiences of eye services in Birmingham. People's experiences have been varied and the care received inconsistent amongst those who shared their experiences with us. In instances where experiences have been positive, people have told us that staff have been good, dedicated, skilled, helpful, friendly, and efficient leading them to trust in the care that they received. People have also highlighted the quality of treatment as key to a positive experience, the importance of staff making time to see them and providing a thorough assessment, that staff explained the process and kept them informed of the progress of each treatment.

Below are some excerpts from the feedback we received:



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Company Registration No: 08440757

The attributes of staff (attitude, skills, and knowledge) and quality of service

Very good service, helpful staff, quick & easy appointments very happy.

Have been a patient for over 26 years and without the dedication of my consultant and his team I would no doubt have lost my vision

Visited the eye hospital - with something in my eye. Arrived about 11.30. All the staff were friendly and helpful. Saw the Ophthalmologist (?) about 2.15pm and she was amazing. Within minutes everything was sorted. Thank you.

Amazing staff, all the staff who work there from reception desk staff through to the clinicians were amazing. The clinicians took their time and explained everything to me. The clinical support staff went out of their way to make sure I had an appointment sorted before I left. 5 service.*

Ensuring patients are fully informed about their condition

I had a tear on the retina with increased flashes and floaters and was so well looked after. Thank you so much to the wonderful staff at this hospital (name redacted) for their expert treatment, thorough explanation of my eye condition and excellent patient manner both on the telephone and when I arrived. The treatment was top class and exceptional. The staff are so lovely and caring. Thanks to the Sister with her superb knowledge when I spoke to her on the phone, the Nurse for her amazing care and looking after me and the specialist ophthalmologist for her outstanding examination and explanation.

The quality of care and treatment

My experience has been very good and I have been treated very well. I get here very early to ensure that I get seen. We have a long way to travel but am used to it and the waiting times. Once there wasn't a seat so we just sat at the cafe. We are very happy.

I have been a patient at the eye hospital for over 23 years. I have been under the care of my doctor and his team I have always received excellent care and treatment.

I am a regular visitor to this centre and find that the waiting room is always packed with people. The staff however are very efficient and people are taken quickly. The facilities provided are very good and the most important thing is the super treatment provided.

Quick and responsive service

When I have had any concerns regarding my eye condition and have contacted my doctor he will always make time to see me ..for which I am grateful for.



I have had a quick service however have had to wait an hour for prescription from pharmacy. The hospital was not busy!!

My doctor referred me to BME after raising concerns about the vision in my left eye. I was offered an appointment within 3 wks. for end of August or choice of 3 earlier cancellations of which I jumped at the chance. My appointment was on 3 July with a doctor who gave me a thorough eye examination including an eye scan all on the same day! My concerns were addressed and I have now received a letter with results and a review in 3months time. A BIG thank you to the doctor who I found to be very professional and courteous.

The case study below demonstrates the different elements of the eye service that lead to a good experience and satisfaction amongst patients:

Having had problems driving at night I discovered I had developed Cataract and needed RLE surgery. I also had a complex short-sighted prescription so in effect I was getting rid of two birds with one stone. It was my first ever surgical procedure so naturally I was vigilant on whom to do the operation with. I went to two services (names redacted) before I settled on this hospital. The two services (names redacted) were helpful and the consultant was very helpful in explaining the difference between multifocal and mono focal lens.

After careful consideration and having spoken to both I opted for ophthalmic surgeon at the (name redacted) hospital. I was 100% confident in his ability to do a good procedure under best practices. He was friendly, welcoming and genuinely interested in helping. He answered all my questions in a very professional and concise manner which made me feel more confident and stress-free and nothing seems too much trouble for him often going beyond what is expected to assist.

Fast forward 2 months. I have both eyes done the second operation procedure completed two days ago under a tropical anaesthetic. Perfect distance vision and reading glasses which I don't mind wearing as most people have them now. The hospital itself is the biggest in Europe it's newly built so very fresh and clean with lots of light and gardens. So in conclusion Thanks you for all your help and guidance. It's 5 Stars from me!

However, where things did not work well, we heard concerns about poor or inaccurate communication in relation to diagnosis, changes to appointments and delays in treatment. This included poor communication when people are waiting or operations have been canceled. People told us about unacceptable waiting times for treatment and getting prescriptions; poor support for people with multiple appointments especially for those requiring additional support such as an interpreter; failure to recognise people's needs and address these effectively to ensure that the service is accessible; low staffing numbers; and poor integration of services leading to poor sharing of patient records.

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Delays in diagnosis and treatment

I have been having trouble getting a hold of and getting consistent support from the neuro ophthalmologist at my hospital in Birmingham. Despite having a problem with deteriorating eye sight due to either IIH or a Chiari Malformation that is causing Papilodema, I am yet to be given any medication or treatment for this. I was sent to (name redacted) Eye Hospital by my GP as she was worried about my eye sight. She had consulted with another GP and the neuro Ophthalmologist's secretary. However the Eye Hospital said they could do nothing to help me. I do not know what to do, I have been badly injured already due to blackouts and no one seems to be taking my issue seriously. Is there any way to help me in my situation?

The individual has been waiting for an appointment for cataracts for some time. It is now over 6 months since he was first told he would need an operation and he feels that this is as a result of age discrimination.

I nearly lost an eye due to an acute and sudden eye condition I had never had before. Whilst saving my eye, which I am very grateful for, my lens was damaged so I can't see out of it clearly making it impossible to drive at night. 6 months later I am still awaiting treatment.

Lack of information about various aspects of the treatment process or waiting times

No clear treatment plan, not clear who named consultant is. Have to chase for every appt. Cannot contact consultants about treatment issues. Plan that was outlined at 1st referral does not appear to be being followed and my son is rapidly losing sight with a disease described as slow moving. Hospital is too far away to call in easily without an appt.

Been waiting for 4.5 hours no information given re wait. Only two counter staff available and long queue to speak to them

Waiting time was long but clinic was busy so this was understandable. Information should be given about the processes which are happening e.g. why are scans given etc.

Poor quality of service provided

Treatment, staff and facilities are very good. No reply to phone calls all the time. Last year I was in ward 5 after eye operation and inward service was very poor. Nurses don't help due to staffing shortages.

Long waiting times and difficulties booking appointments including follow-up appointments

Only issue is long waiting time but I think we can't do anything about it because of number of people using service. More staff would ease the pressure.



The waiting times are too long. Inconsistent with hospital letters. We have sometimes received the appointment letter too late, after the appointment has passed. When we call to re-book it may take months to get a new appointment. They blame postal service. I have to take time off work to rearrange to accompany my mum so it causes inconvenience.

Appointment system does not work as I need an appointment normally every 12 months, but this never ever comes through. I always have to chase it. They always blame the computer - ongoing for 3 years.

Good level of service provision but have to wait for a long time to be seen. Tests were done yesterday and I am here again to see the doctor. I spent 9 hours yesterday and 9 hours today at this hospital. Everything should be on the same day.

The individual was waiting a long time to be seen at reception and her appointment was incorrect when she was finally seen. She could not see over the reception desk and found privacy difficult in this environment. She was also unhappy with the parking arrangements.

We came to A&E at 11am and we have been told that appointment will be at 2pm. After that we have to get medicine so it will take time, probably all day. There are not enough seats and some people are having to stand, we are lucky to get comfy seats. We have been before so brought a picnic as if you don't have money with you it will be difficult as no lunch.

The staff didn't give any information at all. The waiting time increases every hour on the hour. I was sent in as an emergency by my optician and arrived at 10.55am and was still waiting to be seen at 18.10pm. During this time a total of 7 patients had been seen. I am still waiting to be seen now and will update this review with the time I get seen!

Accessibility issues for patients especially those with a disability

As a disabled person who uses a wheelchair there is not enough space for me and my wheelchair. They should make more provision for wheelchair users. Super treatment and support available all the time.

More seating required as it is quite congested. Proper signage with bright colours would be of great help. Proper patient calling systems instead of doctor or nurse coming out and shouting.

I am a diabetic so I need regular eye check-ups. I booked an appointment at the eye clinic and asked to book a BLS interpreter as I am deaf. As I arrived I didn't see interpreter so I asked the receptionist where the interpreter was, they



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checked and said no interpreter was booked in the first place. They then booked an interpreter out, I had to wait for 2 hours for them to arrive. When I finally got to my appointment the male nurse asked why I hadn't come for the appointment regardless of him shouting out my name numerous times. Obviously I didn't hear as I am deaf. He then asked me to hold a card on my eye so he could do the check-up. I said I can't as I need to sign with both hands to communicate. He just said aah forget it then and pretended everything was fine even though no check-up was done. I feel very reluctant to use the service again. This attitude was awful and it made me feel awful.

Being deaf and relying on a BSL (Interpreter to help with communication in hospital is stressful). I am also an outpatient in eye hospital now have three appointments in, with waiting periods between: Reading Eye Test, Filed vision test, seeing a consultant. A BLS interpreter is booked for 2 hrs session. Time does run out forcing the interpreters on behalf of me to remind nurses for the next text to take in come for consultancy. Last time my interpreter was only booked for 2 hrs and had to leave on time for next appointment. When with consultant I felt under pressure to rush through. Thus not satisfied afterwards. Not fair as the consultancy was the worst / it was important of all appointments. I have accepted three appointments in one go as I live long way and travel by bus so getting at 9am is difficult and don't wish for 2 day trips. To be fair the consultant was aware of the problem and apologised for NHS.

I am about to issue legal proceedings in the county court for failure to make reasonable adjustments, indirect discrimination and harassment as well as failure to comply with the Accessible Information Standards. I am unable to reliably communicate in a prompt manner (as per standards) with the hospital by email as responses are slow or emails are ignored entirely. This has resulted in rushed or failed adjustments.

Every nurse and doctor should have a microphone in front of them when they are calling to be clear and louder. Waiting times should be in tolerance range e.g. under 1 hour anything above is not acceptable.

Attitude and lack of staff

Lack of opticians at (name redacted) hospital, 6 vacant vacancies still not filled. Went to (name redacted) hospital for glaucoma treatment, doctors are best but referred to (name redacted) hospital because of lack of opticians.

Lack of information including inaccurate information

Without doubt just horrible during a normal visit to upgrade my prescription I was advised my prescription could not be upgraded that I had cataracts and given a



leaflet for emergency services at the Eye Hospital stating I may experience the sudden onset of loss of sight, then I was referred to the (name redacted) hospital. It took one year for an appointment where the surgeon told me I had no need to worry, and that I had 20/20 vision and that I should change my opticians. The optician who refused to upgrade my prescription frightened me for one year with the expectation that my retina would detach. I have been a customer for almost 20 years. Can you imagine being given this information to find out it was groundless. The surgeon suggests use another opticians'

My glaucoma appointment was changed and I did not receive notification, I ended up going to the hospital as I did not know, I had to wait nearly 2 hours before I could be seen.

Lack of coordinated care

Doctors are good but eye A&E is very poor. Record keeping is very bad always have to wait for medical records to be transferred from one service to another, even the hospital triage nurse doesn't have access to patient records.

The case study below demonstrates the different elements of the eye service that lead to a poor experience and low satisfaction levels amongst patients:

I was referred by my optician as an urgent referral. This was missed and dealt with as a routine referral. The optician definitely made an urgent referral as the first consultant showed us the form and it was clearly marked. - Failure 1

After being told I would have an appointment within 2 weeks and not receiving anything, I contacted hospital to inquire. I was told that I was 'in the system' but no available appointments yet, as referral had to be triaged and they were very busy and people were on holiday. I was surprised it had to be triaged as was supposed to be an urgent referral. I chased the hospital several times and each time I was told the same thing. Eventually I got a Saturday morning appointment, as a cancellation.

On arrival, there was no one on reception, so you had to scan your appointment letter. While waiting, my wife had to help 3 people register their arrival, as they didn't know what to do. - Failure 2

The consultant I saw that 1st appointment told me I was on the wrong pathway and he would have to re refer me back to the urgent pathway, as he couldn't do anything for me. - See Failure 1

At the next appointment (now on the right pathway), they were going to repeat all the tests I had already had done and there was no plan for me to see a doctor that day. I was quite cross as weeks had now gone by and I felt my time was being wasted. They agreed a doctor would see me when I insisted.

Eventually, I received a course of 3 Lucentis Injections and should have seen the consultant for a review exactly 1 month after the last injection. I had to chase an appointment again and was told I was 'in the system' but no date available.



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28/11/2019

Eventually after calling, I got a cancellation but by then too late. The consultant said he would need me to have another set of 3 injections and made sure I had a follow up exactly 1 month after the last injection to be able to see what impact it was having. - Failure 3

Everyone has been very pleasant but the administrative arrangements let the whole system down. I have had to chase appointments and feel I have wasted my time and that of clinical staff by firstly being put onto the wrong pathway and secondly not having a follow up appointment given to me at the right time, after the injections. I also now have to have another 3 injections, potentially unnecessarily. This is a waste of NHS resources.

While the waiting area is quite bright and airy, the seated areas in the corridors are quite oppressive. The TV is tuned either to children's TV (not appropriate for the demographic) or Jeremy Kyle- It is hideous to sit waiting for what is a scary procedure and hear people screaming at each other on the TV. Couldn't they show something more pleasant and calming. There must be DVDs available of nature, animals, fish, countryside etc.

It is often difficult to hear names being called when it's busy and nurses have to shout. It all adds to a pretty stressful experience.

The feedback above demonstrates the range of experiences patients have when they access eye services in Birmingham. These experiences have been shared with providers and commissioners through our research reports or as part of our right to respond process. We have included below a table of the feedback we received from April 2018 to November 2019 concerning eye services in Birmingham. You can also find our most recent report on the Eye Centre in Birmingham: <https://healthwatchbirmingham.co.uk/wp-content/uploads/2019/05/HW-Birmingham-and-Midland-Eye-Centre-2019-1.pdf>

Yours Sincerely,



Chipiliro Kalebe-Nyamongo
Policy Officer



Andy Cave
Chief Executive Officer



Date	Service	Title	Review
30/05/2018	Birmingham Midland Centre Eye	Lack of clarity with Eyesight diagnosis	I have been having trouble getting a hold of and getting consistent support from the neuro ophthalmologist at my hospital in Birmingham. Despite having a problem with deteriorating eye sight due to either IIH or a Chiari Malformation that is causing Papilodema, I am yet to be given any medication or treatment for this. I was sent to Birmingham Eye Hospital by my GP as she was worried about my eye sight. She had consulted with another GP and the neuro Ophthalmologist's secretary. However the Eye Hospital said they could do nothing to help me. I do not know what to do, I have been badly injured already due to blackouts and no one seems to be taking my issue seriously. Is there any way to help me in my situation, thank you.
30/05/2018	Queen Elizabeth Hospital	Lack of clarity with Eyesight diagnosis	I have been having trouble getting a hold of and getting consistent support from the neuro ophthalmologist at my hospital in Birmingham. Despite having a problem with deteriorating eye sight due to either IIH or a Chiari Malformation that is causing Papilodema, I am yet to be given any medication or treatment for this. I was sent to Birmingham Eye Hospital by my GP as she was worried about my eye sight. She had consulted with another GP and the neuro Ophthalmologist's secretary. However the Eye Hospital said they could do nothing to help me. I do not know what to do, I have been badly injured already due to blackouts and no one seems to be taking my issue seriously. Is there any way to help me in my situation, thank you.
09/07/2018	Heartlands Hospital	No appointment for Cataracts operation	The individual has been waiting for an appointment for cataracts for some time. It is now over 6 months since he was first told he would need an operation and he feels that this is as a result of age discrimination.

16/08/2018	Queen Elizabeth Hospital	Very good service	Very good service, helpful staff, quick & easy appointments very happy.
30/08/2018	Queen Elizabeth Hospital	Awful Attitude	<p>I am a diabetic so I need regular eye check-ups. I booked an appointment at the eye clinic and asked to book a BLS interpreter as I am deaf. As I arrived I didn't see interpreter so I asked the receptionist where the interpreter was, they checked and said no interpreter was booked in the first place. They then booked an interpreter out, I had to wait for 2 hours for them to arrive. When I finally got to my appointment the male nurse asked why I hadn't come for the appointment regardless of him shouting out my name numerous times. Obviously I didn't hear as I am deaf. He then asked me to hold a card on my eye so he could do the check-up. I said I can't as I need to sign with both hands to communicate. He just said aah forget it then and pretended everything was fine even though no check-up was done. I feel even though no check-up was. I feel very reluctant to use the service again. This attitude was awful and it made me feel awful.</p>

04/09/2018	Birmingham Midland Eye Centre	BSL Interpreters longer appointments needed.	Being deaf and relying on a BSL (Interpreter to help with communication in hospital is stressful). I am also an outpatient in eye hospital now have three appointments in, with waiting periods between: Reading Eye Test, Filed vision test, seeing a consultant. A BLS interpreter is booked for 2 hrs session. Time do run out forcing the interpreters on behalf of me to remind nurses for the next text to take in come for consultancy. Last time my interpreter was only booked for 2 hrs and had to leave on time for next appointment. When with consultant I felt under pressure to rush through. Thus not satisfied afterwards. Not fair as the consultancy was the worst / it was important of all appointments. I have accepted three appointments in one go as I live long way and travel by bus so getting at 9am is difficult and don't wish for 2 day trips. To be fair the consultant was aware of the problem and apologised for NHS.
06/11/2018	Queen Elizabeth Hospital	Lack of opticians at QE hospital	Lack of opticians at QE, 6 vacant vacancies still not filled. Went to Queen Elizabeth for glaucoma treatment, doctors are best but referred to heartlands hospital because of lack of opticians.
21/01/2019	Queen Elizabeth Hospital	Inaccurate information given by Opticians	Without doubt just horrible during a normal visit to upgrade my prescription I was advised my prescription could not be upgraded that I had cataracts and given a leaflet for emergency services at the Eye Hospital stating I may experience the sudden onset of loss of sight, then I was referred to then QHE. It took one year for an appointment where the surgeon told me I had no need to worry, and that I had 20/20 vision and that I should change my opticians. The optician who refused to upgrade my prescription frightened me for one year with the expectation that my retina would detach. I have been a customer for almost 20 years. Can you imagine being given this information to find out it was groundless. The surgeon suggests use another opticians'

24/06/2019	Birmingham Midland Centre Eye	Problems Hospital Appointments with	The individual was waiting a long time to be seen at reception and her appointment was incorrect when she was finally seen. She could not see over the reception desk and found privacy difficult in this environment. She was also unhappy with the parking arrangements.
11/10/2019	Birmingham Midland Centre Eye	Advocacy Support for Legal Challenge	I am about to issue legal proceedings in the county court for failure to make reasonable adjustments, indirect discrimination and harassment as well as failure to comply with the Accessible Information Standards. I am unable to reliably communicate in a prompt manner (as per standards) with the hospital by email as responses are slow or emails are ignored entirely. This has resulted in rushed or failed adjustments.'
31/05/2018	Birmingham and Midland Eye Centre (BMEC)	Rapid Service	Rapid Service for person under 16
04/04/2018	Birmingham and Midland Eye Centre (BMEC)	Excellent service	Have been a patient for over 26 years and without the dedication of my consultant and his team I would no doubt have lost my vision
17/04/2018	Birmingham and Midland Eye Centre (BMEC)	Nurses and staff are fantastic a	I have been a patient at the eye hospital for over 23 years. I have been under the care of my doctor and his team I have always received excellent care and treatment. When I have had any concerns regarding my eye condition and have contacted my doctor he will always make time to see me ..for which I am grateful for .
22/05/2018	Birmingham and Midland Eye Centre (BMEC)	Good	Visited the eye hospital - with something in my eye. Arrived about 11.30. All the staff were friendly and helpful. Saw the Ophthalmologist (?) about 2.15pm and she was amazing. Within minutes everything was sorted. Thank you.

22/05/2018	Birmingham and Midland Eye Centre (BMEC)	Courteous, professional and caring staff.	Hugely busy department, organised very well considering the pressures. I was anxious and worried further to an eye injury but felt informed and cared about throughout the various processes. Highly professional staff allayed my concerns and explained everything to me every step of the way. Thank you so much.
15/06/2018	Birmingham and Midland Eye Centre (BMEC)	Examination following tear on retina	I had a tear on the retina with increased flashes and floaters and was so well looked after. Thank you so much to the wonderful staff at BMEC for their expert treatment, thorough explanation of my eye condition and excellent patient manner both on the telephone and when I arrived. The treatment was top class and exceptional. The staff are so lovely and caring. Thanks to the Sister with her superb knowledge when I spoke to her on the phone, the Nurse for her amazing care and looking after me and the specialist ophthalmologist for her outstanding examination and explanation.
06/09/2018	Birmingham and Midland Eye Centre (BMEC)	short notice cancellation of appointment	My glaucoma appointment was changed and I did not receive notification, I ended up going to the hospital as I did not know, I had to wait nearly 2 hours before I could be seen.
14/11/2018	Birmingham and Midland Eye Centre (BMEC)	Bad record Keeping	Doctors are good but eye A&E is very poor. Record keeping is very bad always have to wait for medical records to be transferred from one service to another, even the hospital triage nurse doesn't have access to patient records.
31/01/2019	Birmingham and Midland Eye Centre (BMEC)	Very happy with service	My experience has been very good and I have been treated very well. I get here very early to ensure that I get seen. We have a long way to travel but and am used to it and the waiting times. Once there wasn't a seat so we just sat at the cafe. We are very happy.

31/01/2019	Birmingham and Midland Eye Centre (BMEC)	Very fast seen - happy with service	Very fast seen to, only can speak highly of the hospital. Happy with the service overall.
31/01/2019	Birmingham and Midland Eye Centre (BMEC)	Quick service but delay at pharmacy	I have had a quick service however have had to wait an hour for prescription from pharmacy. The hospital was not busy!!
31/01/2019	Birmingham and Midland Eye Centre (BMEC)	Good service but long waits for prescriptions	Good service. Waiting time for appointment is not long, call you in near enough on time Check in easy. Could be a bit more welcoming. Waiting time for prescription collection is far too long. Been told could take up to an hour.
31/01/2019	Birmingham and Midland Eye Centre (BMEC)	Waiting times very good	Waiting time was very good - seen within 5 minutes of appointment time.
31/01/2019	Birmingham and Midland Eye Centre (BMEC)	Long wait	One and a half hour wait to be seen.
31/01/2019	Birmingham and Midland Eye Centre (BMEC)	Very good service	Very good service nothing need changing
31/01/2019	Birmingham and Midland Eye Centre (BMEC)	Long wait and not enough staff	Been waiting for 4.5 hours no information given re wait Only two counter staff available and long queue to speak to them

31/01/2019	Birmingham and Midland Eye Centre (BMEC)	Lengthy wait and toilets dirty	Waited more than an hour to be seen with no communication from staff Not enough toilets and not very clean.
31/01/2019	Birmingham and Midland Eye Centre (BMEC)	Very good service - no complaints	I attend every two weeks they are good as they look after me. I have been waiting 30 minutes - no one has told me what the delay is.
31/01/2019	Birmingham and Midland Eye Centre (BMEC)	Needs improvement	Needs improvement and more staff, most of the appointments are running late. Tests and operations are delayed and cancelled on continuing basis.
31/01/2019	Birmingham and Midland Eye Centre (BMEC)	Unacceptable waiting times	Every nurse and doctor should have a microphone in front of them when they are calling to be clear and louder. Waiting times should be in tolerance range e.g. under 1 hour anything above is not acceptable.
31/01/2019	Birmingham and Midland Eye Centre (BMEC)	Service seems good	Waited yesterday for approx. 1 hour and appointment was made for today. Service seems good so far.
31/01/2019	Birmingham and Midland Eye Centre (BMEC)	Nursing staff very friendly and helpful	I attend the clinic for injections and have been attending for 3 years. Over the years the waiting times have reduced and I have recently being seen much nearer to the time of my appointment. It's always busy here but I have found the injection staff and other nurses have been very friendly and helpful. Sometimes doctors are a bit standoffish but on the whole very good.
31/01/2019	Birmingham and Midland Eye Centre (BMEC)	Waiting time and waiting area ok	Not a long waiting time - just got here The waiting area is ok Not a very accessible hospital - hard to get here

31/01/2019	Birmingham and Midland Eye Centre (BMEC)	Friendly staff - long waiting time	Friendly staff. Waiting time was long but clinic was busy so this was understandable. Information should be given about the processes which are happening e.g. why are scans given etc.
31/01/2019	Birmingham and Midland Eye Centre (BMEC)	Best care team	Best care team but this building needs updating its more than 40 years old. I have been coming here for the last 20 years.
31/01/2019	Birmingham and Midland Eye Centre (BMEC)	Staff, facilities and treatment are good	Treatment, staff and facilities are very good no reply to phone calls all the time Last year I was in ward 5 after eye operation and inward service was very poor. Nurses don't help due to staffing shortages.
31/01/2019	Birmingham and Midland Eye Centre (BMEC)	Waiting times are too long	Waiting times are too long.
31/01/2019	Birmingham and Midland Eye Centre (BMEC)	No monitor to inform wait times	I have been waiting 1 hour. Would be greatly beneficial to have a monitor on the wall that provided information relating to wait times or a ticket system.
31/01/2019	Birmingham and Midland Eye Centre (BMEC)	Long waiting times due to staff shortages	Only issue is long waiting time but I think we can't do anything about it because of number of people using service. More staff would ease the pressure.
31/01/2019	Birmingham and Midland Eye Centre (BMEC)	Everything is great apart from long waits	Everything is great apart from long waiting and poor parking facilities.

31/01/2019	Birmingham and Midland Eye Centre (BMEC)	Long waits	Good level of service provision but have to wait for a long time to be seen. Tests were done yesterday and I am here again to see the doctor. I spent 9 hours yesterday and 9 hours today at this hospital. Everything should be on the same day.
31/01/2019	Birmingham and Midland Eye Centre (BMEC)	Staff are very caring but parking is poor	Everything is excellent apart from parking which is not available all the time and is expensive as when it is available. I have been coming here for 10 years and everyone is very caring and helpful.
31/01/2019	Birmingham and Midland Eye Centre (BMEC)	Staff very efficient	I am a regular visitor to this centre and find that the waiting room is always packed with people. The staff however are very efficient and people are taken quickly. The facilities provided are very good and the most important thing is the super treatment provided.
31/01/2019	Birmingham and Midland Eye Centre (BMEC)	Doctors and support team are great	NHS is providing a great service to everyone, people should be thankful. It's a hospital after all, they are not here for a picnic, they should be ready to wait and of course it's very difficult to please 500 patients who come here every day Doctors and support team are great.
31/01/2019	Birmingham and Midland Eye Centre (BMEC)	Poor wheelchair access but super treatment	As a disabled person who uses a wheelchair there is not enough space for me and my wheelchair. They should make more provision for wheelchair users. Super treatment and support available all the time.
31/01/2019	Birmingham and Midland Eye Centre (BMEC)	Care team best in the world/poor waiting area	More seating required as it is quite congested Proper signage with bright colours would be of great help. Proper patient calling systems instead of doctor or nurse coming out and shouting Care team is best in the world

31/01/2019	Birmingham and Midland Eye Centre (BMEC)	Parking poor but generally good	<p>We come here very regularly. Generally it's good however the waiting times are long. We are here for my husband today parking is very difficult for people with disabilities. It would be helpful if you could call in advance and book a space for people with disabilities so not to miss out on care.</p> <p>I have a child who has autism and if I had to come here with my child I would be very worried in advance. There is not enough parking. Different needs need to be taken into account. I wouldn't choose this hospital for my child. They should have special places for people with special needs.</p> <p>Staff work efficiently under pressure but waiting times are too long. For care it is good.</p>
31/01/2019	Birmingham and Midland Eye Centre (BMEC)	Poor communication and long waiting time	<p>The waiting times are too long. Inconsistent with hospital letters. We have sometimes received the appointment letter too late, after the appointment has passed. When we call to re-book it may take months to get a new appointment. They blame postal service. I have to take time off work to rearrange to accompany my mum so it causes inconvenience.</p>
31/01/2019	Birmingham and Midland Eye Centre (BMEC)	Booking in system good but communication poor	<p>I travel from Stafford.</p> <p>Auto-log in is great.</p> <p>Waiting times used to be really long but that has improved. Appointment system does not work as I need an appointment normally every 12 months, but this never ever comes through. I always have to chase it. They always blame the computer - ongoing for 3 years.</p>

31/01/2019	Birmingham and Midland Eye Centre (BMEC)	Long waits and dirty toilets	We came to A&E at 11am and we have been told that appointment will be at 2pm. After that we have to get medicine so it will take time, probably all day. There are not enough seats and some people are having to stand, we are lucky to get comfy seats. We have been before so brought a picnic as if you don't have money with you it will be difficult as no lunch. The toilets are disgusting.
31/01/2019	Birmingham and Midland Eye Centre (BMEC)	Outpatient waiting room is good	I had an appointment, I come here every month. It's normally pretty straight forward. I like that you can check in yourself. Chairs are green and purple you can see them. They need better A&E and pharmacy waiting areas as people are standing around and blocking the entrance, it's crowded but the outpatient waiting area is good.

07/02/2019	Birmingham and Midland Eye Centre (BMEC)	Administrative arrangements let the whole system down	<p>I was referred by my optician as an urgent referral. This was missed and dealt with as a routine referral. The optician definitely made an urgent referral as the first consultant showed us the form and it was clearly marked. - Failure 1</p> <p>After being told I would have an appointment within 2 weeks and not receiving anything, I contacted hospital to inquire. I was told that I was 'in the system' but no available appointments yet, as referral had to be triaged and they were very busy and people were on holiday. I was surprised it had to be triaged as was supposed to be an urgent referral. I chased the hospital several times and each time I was told the same thing. Eventually I got a Saturday morning appointment, as a cancellation.</p> <p>On arrival, there was no one on reception, so you had to scan your appointment letter. While waiting, my wife had to help 3 people register their arrival, as they didn't know what to do. - Failure 2</p> <p>The consultant I saw that 1st appointment told me I was on the wrong pathway and he would have to re refer me back to the urgent pathway, as he couldn't do anything for me. - See Failure 1</p> <p>At the next appointment (now on the right pathway), they were going to repeat all the tests I had already had done and there was no plan for me to see a doctor that day. I was quite cross as weeks had now gone by and I felt my time was being wasted. They agreed a doctor would see me when I insisted.</p> <p>Eventually, I received a course of 3 Lucentis Injections and should have seen the consultant for a review exactly 1 month after the last injection. I had to chase an appointment again and was told I was 'in the system' but no date available. Eventually after calling, I got a cancellation but by then too late. The consultant said he would need me to have another set of 3 injections and made sure I had a follow up</p>
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30/05/2019	Birmingham and Midland Eye Centre (BMEC)	Absolutely disgraceful	<p>This eye centre is by the far the worst NHS experience and the worst medical centre I have been to and is worse than my local A&E. My partner suffered an injury at work we originally went to Solihull who sent us to this hell hole. No information given, no next steps, over a five hour wait to see a doctor. Receptionists had no idea what was happening absolute chaos!!!!!! No pain relief offered we had to ask the nurse.</p>
17/06/2019	Birmingham and Midland Eye Centre (BMEC)	Admitted with an eye emergency, and forgotten	<p>I nearly lost an eye due to an acute and sudden eye condition I had never had before. Whilst saving my eye, which I am very grateful for, my lens was damaged so I can't see out of it clearly making it impossible to drive at night. 6 months later I am still awaiting treatment.</p>

06/07/2019	Birmingham and Midland Eye Centre (BMEC)	Excellent consultation service /	My doctor referred me to BME after raising concerns about the vision in my left eye. I was offered an appointment within 3 wks for end of August or choice of 3 earlier cancellations of which I jumped at the chance. My appointment was on 3 July with a doctor who gave me a thorough eye examination including an eye scan all on the same day! My concerns were addressed and I have now received a letter with results and a review in 3months time. A BIG thank you to the doctor who I found to be very professional and courteous.
13/07/2019	Birmingham and Midland Eye Centre (BMEC)	Poor communication and care	No clear treatment plan, not clear who named consultant is. Have to chase for every appt. Cannot contact consultants about treatment issues. Plan that was outlined at 1st referral does not appear to be being followed and my son is rapidly losing sight with a disease described as slow moving. Hospital is too far away to call in easily without an appt.
15/07/2019	Birmingham and Midland Eye Centre (BMEC)	Very caring and professional	BMEC: Amazing staff, all the staff who work there from reception desk staff through to the clinicians were amazing. The clinicians took their time and explained everything to me. The clinical support staff went out of their way to make sure I had an appointment sorted before I left. 5* service.
18/07/2019	Birmingham and Midland Eye Centre (BMEC)	I had my last app may 2018 ,	The last visit I was made to think I was wasting their time, I didn't see a doctor or receive a letter afterward, I went every 6mths 3yrs ago, as a Doctor found a mole at the back of my eye, and wanted to make sure it didn't alter, I have not had an app for 14mths, so my eyes must have suddenly got better and the mole disappeared!

05/09/2019	Birmingham and Midland Eye Centre (BMEC)	Appalling mess of a hospital department.	On my last two visits for appointments, organised by the department, I arrive to find a delay to my appointment of at least one to one and a half hours. This is wholly unacceptable. The appointment time is not controlled by me but by administrators who seem to have forgotten N.H.S. stands for National Health SERVICE. People should remember that along with other tax payers I fund the NHS and I expect world class treatment. I suggest whoever is responsible gets it sorted out or finds other employment. Quickly.
20/09/2019	Birmingham and Midland Eye Centre (BMEC)	Appalling	Yesterday my wife and I spent over FIVE HOURS sitting around waiting to be seen. There were no water dispensers, the staff did not seem to have a clue as to who we were or when we might be seen. It was a disgrace and a sad reflection that this is the only facility in the West Midlands.
27/09/2019	Birmingham and Midland Eye Centre (BMEC)	I have received nothing but excellent service	I have received surgery and follow up Laser treatment for torn/detached retina and all Surgeons, Doctors, Nurses, Receptionists have been nothing but thoroughly professional in the quality of service I have received.
12/10/2019	Birmingham and Midland Eye Centre (BMEC)	Staff don't respect privacy	While being seen to by an Eye Doctor at the Eye Centre with my partner, 3 Other Doctors and Nurses entered the examination room without permission or even knocking. One other Doctor even discussed another patient's examination while in the room! This is appalling and against Doctor/Patient confidentiality standards of practise, as well as the NHS code of conduct. At the very least it's rude. Cannot believe this is acceptable.

27/10/2019	Birmingham and Midland Eye Centre (BMEC)	Excellent care from a team of professionals	I had a serious infection and they quickly identified the underlying cause, initiated treatment quickly as well as arranging for treatment of the underlying causes, my consultant , together with members of his team, took time to go through scans with me & kept me fully informed as to progress...
28/10/2019	Birmingham and Midland Eye Centre (BMEC)	Very thorough examinations	Only problem was waiting times. Every care taken to quickly diagnose and treat my recurrent eye condition over the last 5 years. Every confidence in the specialist's skill and experience. Awaiting surgery - every confidence in the surgeon's skill.
06/11/2019	Birmingham and Midland Eye Centre (BMEC)	Excellent they saved my sight	Both my retinas detached and when I was referred I was told I would probably lose my sight. That was some years ago, I can see, drive, work, exercise and live normally. I still come regularly for check-ups and will always be very grateful
16/11/2019	Birmingham and Midland Eye Centre (BMEC)	Staff at the desk extremely rude.	The staff didn't give any information at all. The waiting time increases every hour on the hour. I was sent in as an emergency by my optician and arrived at 10.55am and was still waiting to be seen at 18.10pm. During this time a total of 7 patients had been seen. I am still waiting to be seen now and will update this review with the time I get seen!
27/09/2019	Queen Elizabeth Hospital Birmingham	Eyes	Eyes opp arranged within 24 hours

24/04/2018	Queen Elizabeth Hospital Birmingham	Cataract surgery	<p>Having had problems driving at night I discovered I had developed Cataract and needed RLE surgery. I also had a complex short-sighted prescription so in effect I was getting rid of two birds with one stone. It was my first ever surgical procedure so naturally I was vigilant on whom to do the operation with. I went to Optegra, Optical Express and QE Hospital where I under consultant. Optegra were helpful and the consultant was very helpful in explaining the difference between multifocal and mono focal lens,</p> <p>After careful consideration and spoken to both I opted for ophthalmic surgeon at QE Hospital, I was 100% confident in his ability to do a good procedure under best practices. He was friendly, welcoming and genuinely interested in helping. He answered all my questions in a very professional and concise manner which made me feel more confident and stress-free and nothing seems too much trouble for him often going beyond what is expected to assist.</p> <p>Fast forward 2 months. I have both eyes done the second operation procedure completed two days ago under a tropical anaesthetic. Perfect distance vision and reading glasses which I don't mind wearing as most people have them now. The hospital itself is the biggest in Europe it's newly built so very fresh and clean with lots of light and gardens. So in conclusion Thanks you for all your help and guidance. its 5 Stars from me!</p>
14/11/2018	Heartlands Hospital	Poor communication resulting in stress.	Last week we received a call from the hospital that our eye appointment for today has been cancelled but yesterday they called again to say it was a mistake you can come tomorrow for the appointment. Poor communication resulting in stress.

07/02/2019	Birmingham and Midland Eye Centre (BMEC)	Waiting areas are not wheelchair friendly	Corridors and waiting areas are not wheelchair friendly, Staff is very good and helpful at all levels.
07/02/2019	Birmingham and Midland Eye Centre (BMEC)	Limited space for wheelchair users	Waiting area overcrowded with no space for wheelchair users and wheelchair friendly double door reduced to single, signage too small, better ventilation needed, patients calling should be through speakers.
28/11/2019	Birmingham and Midland Eye Centre (BMEC)	Long waiting time for surgery	The caller went to his GP with a sty on his eye, he was referred to Birmingham Eye Centre where he was given medication, he is waiting since last 8 months for operation to remove sty from his eye, he cannot see from that eye properly. He wants to complain and needs advice and support.