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THE PROBLEM

Patients attend their appointment, but leave after pre-assessment, prior to retinal photography (20 patients since February 2017)

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ASSUMPTIONS

1. These are **new patients** who are not familiar with the appointment structure
2. The patients are **non-native english speakers** and misunderstood the instructions to wait for 30 minutes
3. The patients may have **cognitive deficits** due to advanced age or impairment

1. NEW PATIENTS

✗ 80% of the patients (16/20) had previously attended and completed their appointments

2. LANGUAGE

✗ 100% of the patients were fluent speakers of English.

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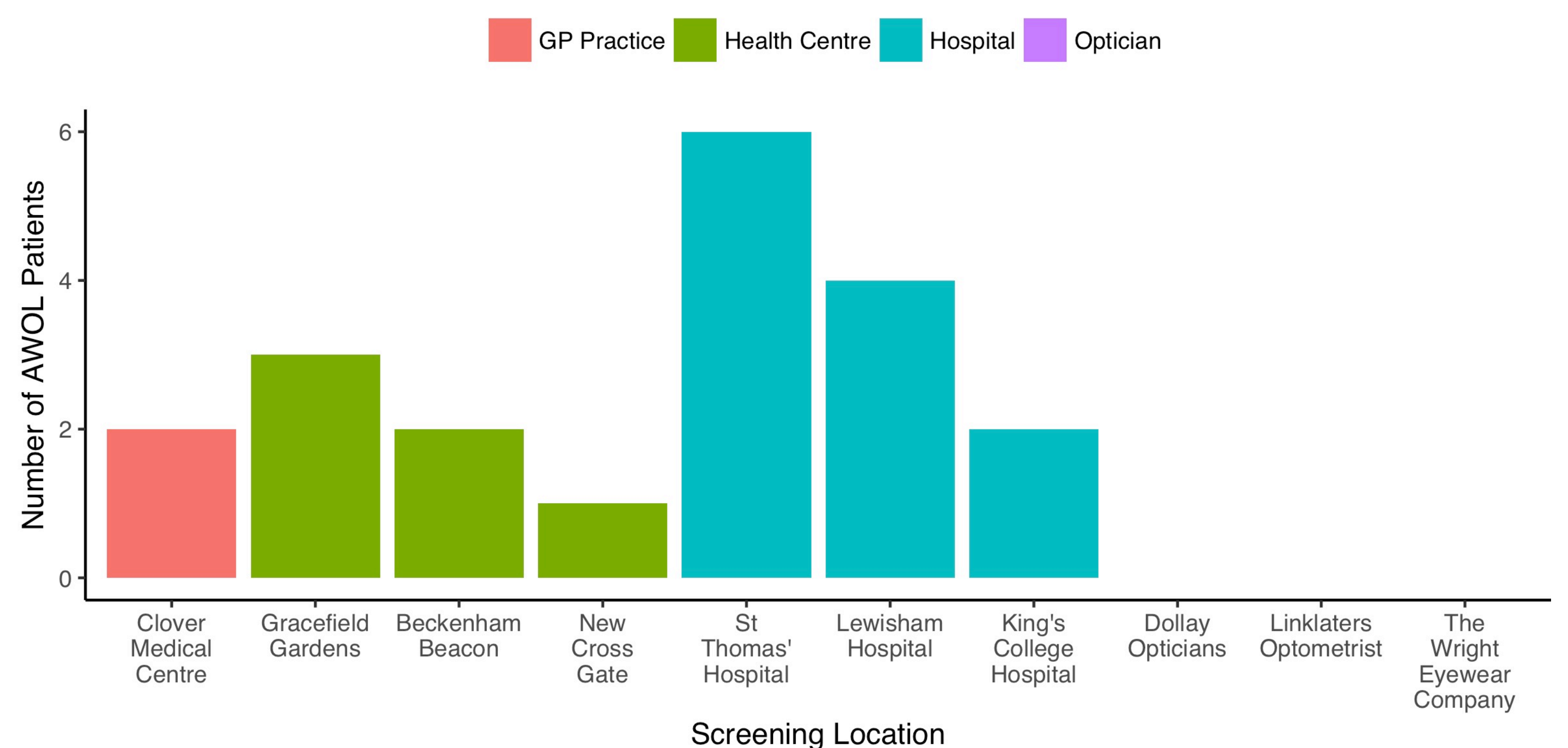
3. COGNITION

✗ 75% of the patients had no known cognitive or mental health factors

So what factors do influence AWOL?

SCREENING LOCATION

Prevalence of AWOL was much higher in hospital out-patient clinics compared with health centres and opticians.



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AWOL

PATIENT FOLLOW-UP

- Of the 14 who could be contacted, half (7) stated “they didn’t realise they had to stay”, 3 did not want to wait and 4 had additional needs (e.g. ASD, mental health issues)
- Thirteen have since completed a screening appointment and 1 has been assessed as medically unfit for screening
- Six have been offered further fixed and open appointments but have not attended them

FUTURE ACTIONS

1. Implementing a **pictorial info guide** that is given during the pre-assessment and returned to staff at photography
2. Review environmental factors and operational standards at hospital clinic sites

The prevalence of AWOL is low (0.028% of all patients screened), so the aim is to maintain our excellent verbal communication

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