CASE STUDY - OPHTHALMOLOGY

Buckinghamshire Healthcare NHS Trust

Cataract Surgery: Routine Follow Up

Buckinghamshire Healthcare NHS Trust (BHT) is a major provider of integrated hospital and community services for people living in Buckinghamshire and the surrounding area.

They provide care to over half a million patients every year and have 6,000 highly trained clinical staff. Cataract surgery is their most common operation performed with 3,500 cases per year.

Challenge

Due to an ageing population and a backlog of elective care precipitated by the COVID 19 pandemic, the demand for many services is exceeding the capacity of the clinical workforce. As a result, the number of patients waiting to be seen is steadily increasing and staff are facing a crisis of burnout from being pressured to deliver high-volume workloads which continues to drive increasing costs for providers.

Solution

Dora is a UKCA-marked class 1 artificial intelligence clinical assistant that can telephone patients and have a routine clinical conversation. The aim is to provide a standardised, high quality and efficient patient experience.

At BHT patients who have uncomplicated cataract surgery are assessed for their suitability for telephone follow-up by the nursing team in the discharge lounge. The nursing team provides a date and time that Dora will call them and they go home with an information leaflet about the process. The telephone call occurs three weeks postoperatively at the stated time.

Dora collects a standardised set of symptoms, asks whether or not they prefer to have their second eye operation, answers common questions, and collects feedback on the service provided. This information is used by the hospital to support a decision on whether further follow up is required. The majority of patients find Dora simple to use and convenient, and are happy that it saves time and money for them and the NHS.

Impact

76 yrs
average age of patients

94%
rate of call completion

9/10
average score given

60%
reduction in appointments

About Ufonia

Ufonia is an Oxford-based digital health company on a mission to transform healthcare. Together as a diverse team of clinicians, designers, researchers, engineers and customer success managers we are using technology to redefine and reimagine healthcare delivery.

Ufonia has developed Dora a medically regulated autonomous clinical assistant that can call any number of patients, and have a natural voice conversation, supporting a wide range of clinical consultations.

Ufonia have built next-generation technology, and conducted rigorous clinical studies to ensure high quality care is delivered safely with an excellent patient experience.Ufonia's aim is to increase clinical activity for providers, reduce cost for payers, and improve quality for patients.

Dora's flexible scalability allows you to call as many patients as you need at anytime, without changing your current care pathway. Ufonia is deployed across multiple high volume care pathways and are growing everyday.

Contact us:

We'd love to talk to you about using *Dora* to call your patients.

Please contact **info@ufonia.com** and we'll get back in touch.