DISSERTATION REPORT

AT

Centre For Sight, New Delhi

ASSESSING THE EFFECTIVENESS OF PATIENT FEEDBACK MECHANISMS

(March 16th to June 30th, 2026)

A Report

By

DEVANSHI PRIYA

(PG/24/028)

Under the guidance of

Dr. Divya Aggarwal

PGDM (Hospital and Healthcare management)

2024-2026

International Institute of Health Management Research

New Delhi

CENTRE FOR SIGHT

Every eye deserves the best

To Whomsoever It May Concern

This is to certify that **Ms. Devanshi Priya** is working with **Centre for Sight-Safdarjung Enclave** in the domain of **Patient Support Services / Patient Care Coordination.**

During her tenure, she has been actively involved in various operational and patient care activities including:

- Patient coordination and interaction
- OPD audit support
- Patient feedback collection and analysis
- Floor management and coordination activities

Ms. Devanshi has maintained an excellent attendance record of **99%** and has demonstrated sincerity and dedication towards her assigned responsibilities. She is hardworking, disciplined, and cooperative in her approach towards work and team coordination.

She has performed her duties responsibly and has shown a good learning attitude along with the ability to manage patient-related responsibilities effectively.

As part of her professional development, she is encouraged to become more proactive and further enhance her active participation in day-to-day operations.

Overall, her performance has been satisfactory, and we appreciate her contribution to the organization. We wish her continued success in her professional career.

Date: 08 June 2026
Place: New Delhi

For Centre for Sight

Authorized Signatory

Centre Manager
CENTRE FOR SIGHT
Safdarjung Enclave

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This is to certify that **Devanshi Priya student** of PGDM (Hospital & Health Management) from **International Institute Of Health Management Research , New Delhi** has undergone Internship training at **Centre For Sight , Safdarjung** from 15 March to 30 June 2026 .

This candidate has successfully carried out the study designated to her during internship training and her approach to the study has been sincere , scientific and analytical.

The Internship is in fulfillment of the course requirements.

I wish her all success in all her future endeavours.

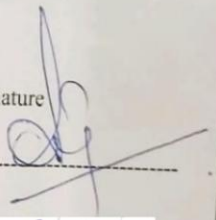
Dr. Punit Yadav
Associate Dean,
Academics and student affairs
IIHMR . New Delhi

Mentor
Dr. Divya Aggarwal
IIHMR , New Delhi

CERTIFICATE OF APPROVAL

The following dissertation title "**Assessing the Effectiveness of Patient Feedback Mechanisms at center for sight** "is hereby approved as a certified study in management carried out and presented in a manner satisfactory to warrant its acceptance as prerequite for the award of **PGDM Hospital and Health management** for which it has been submitted. It is understood that by this approval the undersigned do not necessarily endorse or approve any statement made, opinion expressed or conclusion drawn therein but approve the dissertation only for the purpose it is submitted.

Dissertation Examination Committeé for evaluation of dissertation

Name	Signature
Dr. Altaf Yousuf Mir	
Mr. Naveen	

Certificate from Advisory Committee

This is to certify that **Ms. Devanshi Priya**, a graduate student of **PGDM (Hospital & Health Management)** has worked under our guidance and supervision. He/ she is submitting this dissertation titled "**ASSESSING THE EFFECTIVENESS OF PATIENT FEEDBACK MECHANISMS AT CENTRE FOR SIGHT** in partial fulfillment of the requirements for the award of **PGDM (Hospital & Health Management).**

This dissertation has the requisite and to the best of our knowledge no part of it has been reproduced from any other dissertation, monograph, report or book.

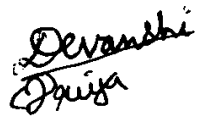
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INTERNATIONAL INSTITUTE OF HEALTH MANAGEMENT RESEARCH, NEW DELHI

CERTIFICATE BY STUDENT

This is to certify that the dissertation titled **ASSESSING THE EFFECTIVENESS OF PATIENT FEEDBACK MECHANISMS AT CENTRE FOR SIGHT** and submitted by **DEVANSHI PRIYA** Enrollment No. **PGDM /24/028** under the supervision of **Dr. DIVYA AGGARWAL** for award of PGDM (Hospital & Health Management) of the Institute carried out during the period from **15 MARCH** to **30 JUNE** embodies my original work and has not formed the basis for the award of any degree, diploma associate ship, fellowship, titles in this or any other Institute or other similar institution of higher learning.



Signature

FEEDBACK FORM

(IIHMR Mentor)

Name of the Student: Ms. Devanshi Priya

Summer Internship Institution: Centre for sight , New Delhi

Area of Summer Internship: Patient care coordinator

Attendance: 99%.

Objectives met: Patient - Doctor coordination
Floor Managment
MRD Audit
Feedback analysis

Deliverables: Weekly Reporting to mentor
SRB Approval
Report Approval

Strengths: Hardworking & Analytical

Suggestions for Improvement: —

Signature of the Officer-in-Charge (Internship)

Date: 14.07.2026

Place: New Delhi

IIHMR DELHI

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Name:

Signature: Devanshi Priya

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I am immensely obliged to my institute **IIHMR DELHI,** for providing me the opportunity to pursue my internship from such a prestigious organization, I sincerely would like to thank **Dr. Sutapa Neogi, Director of IIHMR DELHI,** for her constant motivation and guidance for all our endeavors. I acknowledge with thanks the kind of patronage, loving inspiration and timely guidance which I have received from my faculty mentor**, Dr. Divya Aggarwal, Associate Professor.**

I would also thank all those who have directly or indirectly helped me to accomplish my goals. I would like to thank all my senior members of the organization for putting their trust in me and assigning trustworthy tasks. I would like to thank my parents and brother, who have been the pillars of strength for me in all the phases of life.

DEVANSHI PRIYA

(PG/024/028)

IIHMR, Del

ABREVIATIONS

- CFS: Centre For Sight
- IOL: Intra Ocular Lens
- NABH: National Accredited Board For Hospital and Healthcare Provider
- RNFL: Retinal Nerve Fiber Layer
- OCT: Optical Coherence Tonography
- FFA: Fundus Florescence Angiography
- AR-NCT: Auto Refraction and Non-Contact Tonometry
- HVF: Humphery Visual Field
- PMT: Post Mediatric Test
- OPD: Outpatient Department
- IPD: Inpatient Department
- FICCI: Federation of Indian Chambers of Commerce and Industry
- TPA: Third Party Administrator

INTRODUCTION OF THE ORGANIZATION

Founded in 1996 by Prof.Dr.Mahipal S.Sachdev, a well-known eye doctor, and a Padma Shree awardee, Centre for Sight (CFS) is one of the top eye care providers in India. The main goal of Centre for Sight is to end preventable blindness by offering high-quality eye care. By using modern technology and expert medical staff, we have become leaders in eye care. Our team includes over 350 top doctors chosen from leading medical schools, making sure you get the best treatment. With 85+ eye care centres across the country, we bring top-quality eye care to many people. Our commitment to quality is reflected in our Centre for Sight Eye Institute at Dwarka, Delhi which is the largest private eye hospital of North India. The latest eye treatments are available at Centre for Sight for its patients. The Directorate General of Health Services has registered the Centre for Sight under the Nursing Home Act in many states. Centre for Sight's eye bank is located in Preet Vihar, Delhi. We are licensed in many states under the Nursing Home Act and have thus earned the confidence of large public organizations, corporations and TPAs. We are dedicated to your comfort and well-being and use the latest technology to provide the most advanced care. "Being NABH accredited gives us the confidence to provide better vision care for people. "We are worth it and we bagged the prestigious Frost & Sullivan award for best eye care provider in 2010 and 2014.In 2012, we were awarded the FICCI Healthcare Excellence award for best operations.2014: Awarded the ET Now Leaders of Tomorrow award for business achievement. We also bagged the "Best Single Speciality Hospital Chain 2016" award at the Third Healthcare Summit of Business World Awards.





AWARDS AND ACCREDIATIONS

- Padma Shri Award to Dr. Mahipal S. Sachdev in year 2007
- Times Healthcare Achiever's Award for best single super speciality hospital in 2017
- Centre for Sight has been recognized by the **Federation of Indian Chambers of Commerce and Industry (FICCI)** for excellence in patient safety, innovation, and use of technology in eye care.
- Several Centre for Sight centres are accredited by the **National Accreditation Board for Hospitals & Healthcare Providers (NABH)**
- Best healthcare brands by "The Economic Times 2021"

VISION:

"To establish the most preferred brand of super specialized world class eye care facilities in an around India by 2030"

MISSION:

Centre for Sight is committed to deliver best quality care with personalized touch and cutting edge technology to enhance patient satisfaction and provide continual improvement in our services"

VALUES:

"Efficiency, precision, compassion and integrity"

QUALITY POLICY AND OBJECTIVES:

- To provide quality of care that exceeds the patient's expectations
- To adhere to operational protocols of the institute, in order to reduce errors and enhance patient safety
- To comply with all statutory and regulatory requirements
- To provide on the job training to improve skills and competence of the staff
- To enhance health and safety of the staff members

Eye Care Specialties & Treatments

Cataract Eye Surgery

Get brilliant, sharp eyesight with a quick, outpatient surgery. The clouded lenses are taken out and swapped out by artificial lenses, which people can select according on their needs.

Smart Surface LASIK

The cornea's surface is reshaped using Expe A, a no-touch, flapless laser treatment, to improve clarity and hasten healing.

Custom Eyes LASIK

Sharper, higher-definition vision with less night time glare is possible with a customized laser vision correction that uses wave front technology.

PRK (Photorefractive Keratectomy)

A surface laser eye surgery that removes the epithelium before reshaping the cornea, ideal for thin corneas and active lifestyles.

LASIK Surgery: Everything You Need to Know

Myopia (near sightedness) and other refractive abnormalities can be corrected using LASIK surgery, also referred to as laser eye surgery.

Contoura Vision Surgery

This laser technology maps and reshapes the cornea to give customized treatment for refractive defects like myopia, hyperopia, and astigmatism, as well as corneal irregularities and visual axis issues.

SMILE Eye Surgery

With SMILE, the most cutting-edge refractive procedure that is minimally invasive, accurate, and provides a speedy recovery, you can get crystal-clear vision. It corrects astigmatism and myopia. Discover clarity again with ease.

Elita SILK Surgery

A second-generation femtosecond laser is used in the next-generation laser vision correction method known as Smooth Incision Lenticule Keratomileusis, or SILK

India's ICL (Implantable Collamer Lens) Surgery

In contrast to conventional contact lenses, ICL involves implanting a pair of lenses into the eyes, which eliminates the need for removal.

Glaucoma Surgery

Find individualized treatment for glaucoma, including genuine and efficient drugs and precisely calibrated operations that guarantee precise intraocular pressure control and protect your eyesight for a better future.

Oculoplasty

Oculoplastic surgery is performed by our talented ophthalmologists to treat orbit (eye socket), eyebrow, eyelid malposition, and tear drainage abnormalities in order to improve function, comfort, and beauty.

Keratoconus treatment

Keratoconus is a progressive corneal disorder that can be treated with contact lenses, cross-linking therapy, and, if required, corneal transplant surgery to provide the best possible visual results

Retinoblastoma

Our exceptional Retinoblastoma treatment offers precise and effective solutions for children with eye cancer, like highly-advanced chemotherapy, laser therapy, and surgical interventions.

Squint Surgery for Adults – It's Time to Restore Your Confidence

For the best alignment and visual enhancement, we offer complete squint eye treatment using cutting-edge diagnostics such as vision therapy, corrective lenses, and, if necessary, precise eye muscle surgery.

Pediatric Ophthalmology & Squint

Discover the best in paediatric ophthalmology. Squint treatment with our highly qualified surgeons who specialize in using cutting-edge technologies to treat children's eye diseases and misalignments.

Cornea Transplant

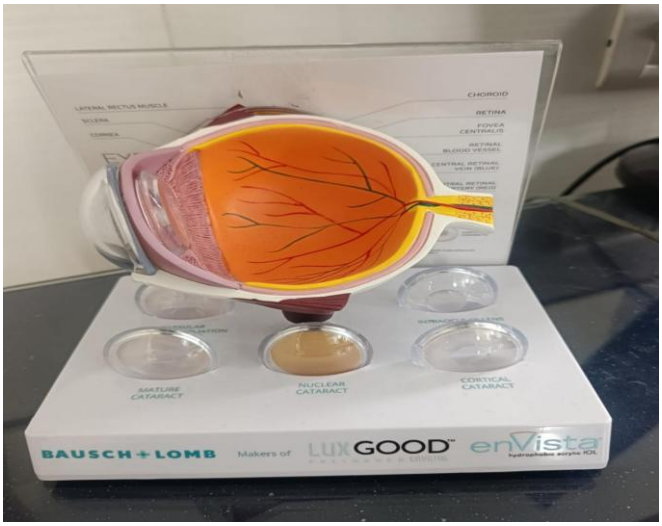
Corneal problems cause the cornea to become deformed, hazy, and scarred; they can even cause blindness. However, we provide exact care to cure illnesses and provide comfort and clarity through therapeutic interventions and transplants.

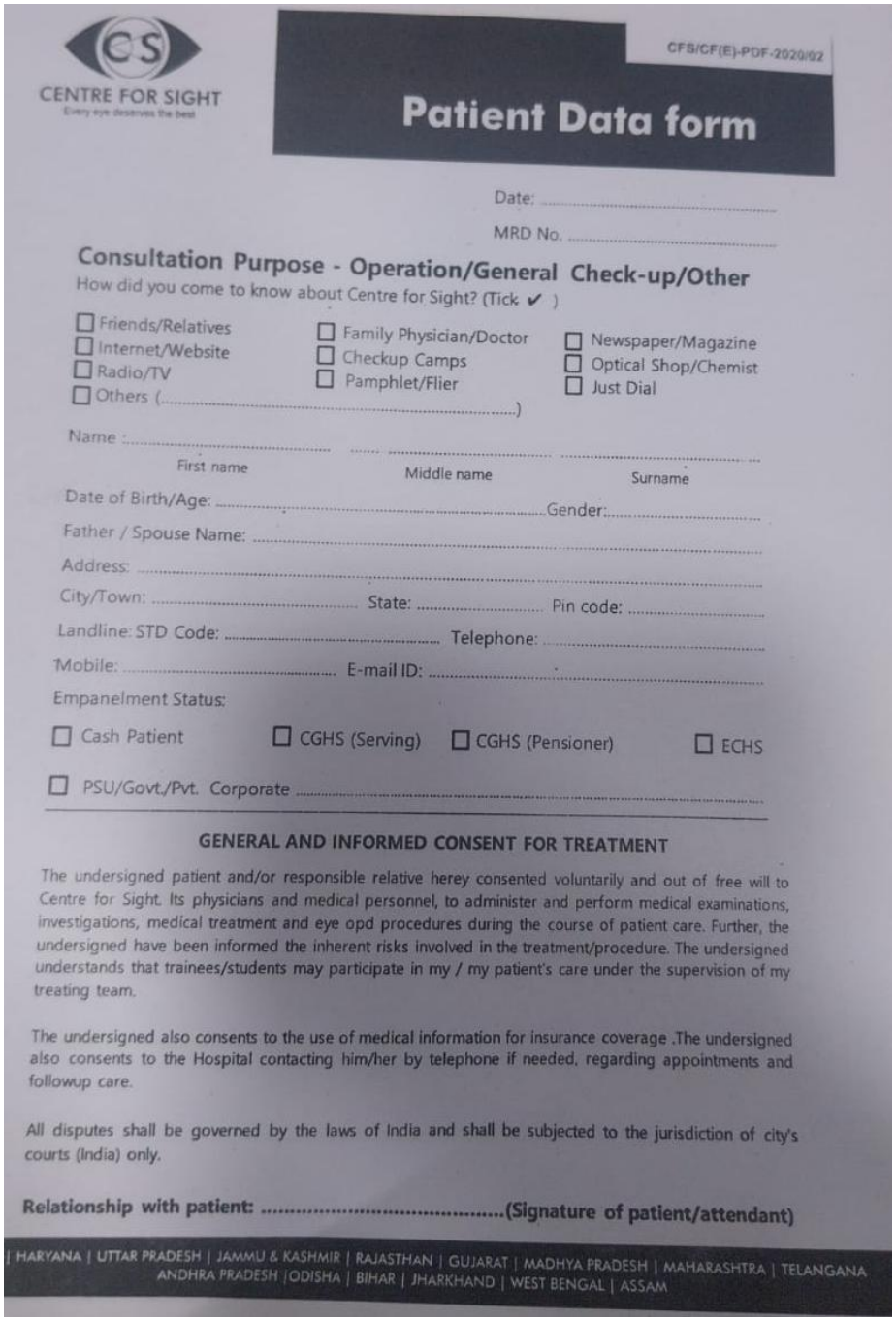
Uvea and Retina

With their knowledge, cutting-edge technology, and equipment for vitreoretinal surgery and vitrectomy surgery, highly qualified eye surgeons provide top-notch therapy for retinal problems.

Types of doctor's specialization at CFS:

- Cataract
- Glaucoma
- Anterior segment and refractive
- Cornea specialization
- Retina
- Pediatric
- Squint





CENTRE FOR SIGHT
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CFS/CF(E)-PDF-2020/02

Patient Data form

Date: .....

MRD No. .....

Consultation Purpose - Operation/General Check-up/Other

How did you come to know about Centre for Sight? (Tick ✔)

- ☐ Friends/Relatives
- ☐ Internet/Website
- ☐ Radio/TV
- ☐ Others (.....)
- ☐ Family Physician/Doctor
- ☐ Checkup Camps
- ☐ Pamphlet/Flier
- ☐ Newspaper/Magazine
- ☐ Optical Shop/Chemist
- ☐ Just Dial

Name : ....
First name Middle name Surname

Date of Birth/Age: ..... Gender: .....

Father / Spouse Name: .....

Address: .....

City/Town: ..... State: ..... Pin code: .....

Landline: STD Code: ..... Telephone: .....

Mobile: ..... E-mail ID: .....

Empanelment Status:

☐ Cash Patient ☐ CGHS (Serving) ☐ CGHS (Pensioner) ☐ ECHS

☐ PSU/Govt./Pvt. Corporate .....

GENERAL AND INFORMED CONSENT FOR TREATMENT

The undersigned patient and/or responsible relative herey consented voluntarily and out of free will to Centre for Sight. Its physicians and medical personnel, to administer and perform medical examinations, investigations, medical treatment and eye opd procedures during the course of patient care. Further, the undersigned have been informed the inherent risks involved in the treatment/procedure. The undersigned understands that trainees/students may participate in my / my patient's care under the supervision of my treating team.

The undersigned also consents to the use of medical information for insurance coverage .The undersigned also consents to the Hospital contacting him/her by telephone if needed, regarding appointments and followup care.

All disputes shall be governed by the laws of India and shall be subjected to the jurisdiction of city's courts (India) only.

Relationship with patient: .....(Signature of patient/attendant)

| HARYANA | UTTAR PRADESH | JAMMU & KASHMIR | RAJASTHAN | GUJARAT | MADHYA PRADESH | MAHARASHTRA | TELANGANA
ANDHRA PRADESH | ODISHA | BIHAR | JHARKHAND | WEST BENGAL | ASSAM

SCOPE OF SERVICES

Table 1:

Anesthesiology	Orbit surgery
Ophthalmic emergency	Ocular oncology
Comprehensive ophthalmic services	Cornea service
Cataract services	Refractive services
Glaucoma services	Uvea services
Vitreo retina services	Squint services
Oculoplasty & reconstructive surgery	Optical
Pediatric ophthalmology	Pharmacy

DIAGNOSTIC SERVICES

Table 2:

A Scan biometry	Gonioscopy
IOL Master biometry	Keratoconus workup
OCT	HVF
Fundus Fluorescein Angiography	Auto- refractometry
Fundus Photography	Diplopia charting
Keratometry	Squint work up
Pachymetry	Anterior segment photography
Corneal Topography	Specular microscopy
Tonometry	Contact lens/ soft lens workup

OUT-SOURCED SERVICES AT CENTRE FOR SIGHT

- Security: Tiger Security Services
- Emergency & Ambulance: Sitaram bhartia, New Delhi
- Laundry: Amit laundry and dry cleaners

DEPARTMENT WISE OBSERVATION (OPERATIONS)

During my tenure as an Operations Management Trainee at Centre for Sight Eye Institute, I gained hands-on experience and insights into various operational aspects of the hospital. The key observations and learnings are as follows:

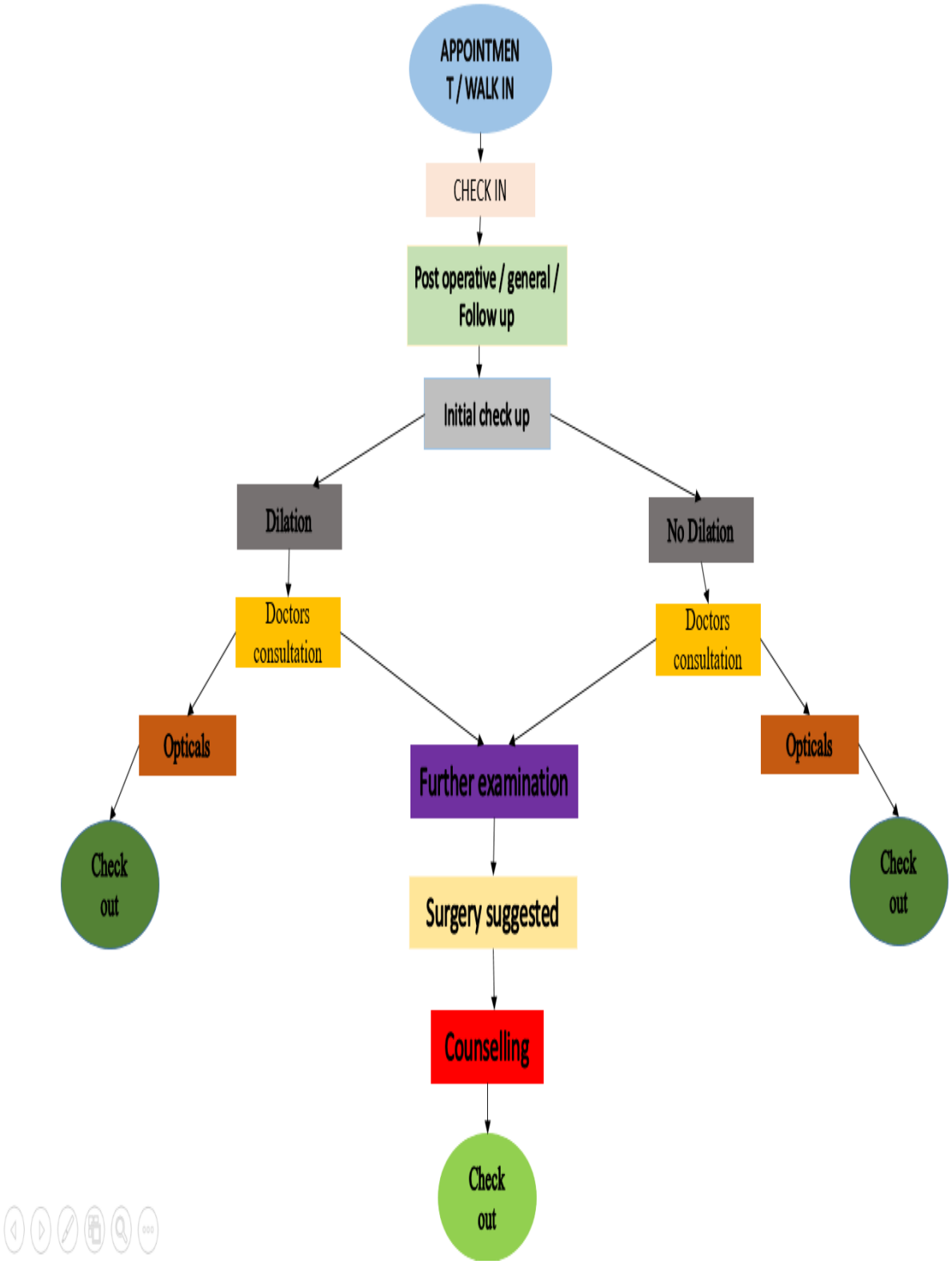
- Acquired foundational knowledge of hospital operations, with a focus on staff management involving doctors, OPD attendants and optometrists.
- Managed doctor scheduling through HMIS system and monitored appointment planning and re-scheduling according to doctor availability, leaves, OT schedules and emergency cases in IPD.
- Developed working knowledge of responsibilities and duties in key departments such as front desk, diagnosis, pharmacy, counselling, optometry, floors and impatient services.
- Assisted in audits at the Medical Records Department (MRD)

ABSTRACT

Today, the patient experience is an important indicator of the quality of health care, but it is still difficult to measure it accurately. Although clinical outcomes can be measured to a large extent, the patient experience is affected by many factors such as communication, waiting times, staff attitude and the overall care process. There is no single, universally agreed way of measuring patient satisfaction. Therefore, healthcare institutions have begun to use easier-to-use tools like Net Promoter Score (NPS) to measure patient satisfaction. Although NPS is used across sectors and geographies, its application in healthcare has not been explored much. Today, patient experience is as important as clinical outcome. Hospitals are rated on how they treat patients and how patients feel about the care they get. Healthcare providers are listening more to what their patients think in a bid to improve their services. One of the most common measures of patient happiness and loyalty is the Net Promoter Score (NPS), which asks patients if they would refer a medical facility to someone else. NPS helps hospitals to measure the input of patients, assess how well the services are working, and identify areas for improvement. Frequent analysis of NPS data can support health care organizations in improving patient satisfaction, building trust and promoting ongoing quality improvement efforts. For the best NPS results, feedback should be gathered shortly after a patient's visit or discharge. Digital methods, such as surveys via email, SMS and WhatsApp, make it easier for patients to share their thoughts and result in higher response rates. In addition, instant feedback allows healthcare providers to quickly address any concerns and improve the patient experience overall. Also, the review of NPS score of each department provides important information on the quality of care provided in different departments of the hospital. Patient satisfaction can vary across departments (e.g. outpatient, ER, surgery, pharmacy, and billing). So for example one department might be really good at managing the patients but not so well at engaging with them or communicating. This comprehensive study enables hospital management to make targeted decisions, allocate resources effectively and focus improvement efforts where they matter most. Finally, NPS is a useful tool to measure patient satisfaction and define areas where the quality of medical care can be improved. But it works best when used with other methods of gathering patient feedback to get a fuller picture of what patients want, expect and experience.

Keywords: Patient Experience, Net Promoter Score (NPS), Healthcare Quality, Patient Satisfaction, Patient Perception

PATIENT FLOW



REVIEW OF LITERATURE

The delivery of treatment must incorporate patient feedback and follow-up. This is particularly the case in eye care where post-treatment or post-operative follow-up is often required. You will need regular exams most of the time for glaucoma care, LASIK, and cataract surgery. These visits help to judge recovery, catch problems early and ensure the best possible visual outcomes. When patients do not attend follow up appointments this has a negative impact on patient outcomes as it makes it more difficult for clinicians to monitor ongoing care.

Patient feedback and follow up is vital for assessing healthcare services and identifying areas for improvement. Feedback provides valuable information about patients' expectations, experiences and satisfaction with the care they received. Healthcare institutions use the data to improve service quality, patient satisfaction, and to provide patient-centered care.

Patient feedback is globally acknowledged as an important measure of the quality of healthcare. Patient-centered care strives to understand and respond to patients' needs, preferences, and experiences during their healthcare journey. Through effective feedback systems, healthcare businesses can identify the gaps in service, enhance communication and formulate strategies that better meet the expectations of patients.

SCOPE OF THE STUDY

This study will discuss the effectiveness of patient feedback systems and how Center for Sight measures patient satisfaction through its Net Promoter Score (NPS). It investigates how the participation of patients improves the quality of services and what motivates patients to take part in the feedback process. The study includes patients receiving eye treatment by outpatient visits, diagnostic procedures and post-surgical follow-ups. Hospital employees who interact with patients and gather feedback are also taken into account. The data for the study were hospital feedback logs, staff surveys, patient questionnaires and NPS reports. The objectives of the study are to determine patient satisfaction, assess existing feedback collection mechanisms, and recognize issues impacting response rates and offer suggestions to improve patient engagement. Special attention is given on understanding barriers to delivering feedback and improving effectiveness of existing feedback system. The study was confined to one Center for Sight location and a specific time period. The results are thus primarily relevant for this particular hospital setting. But the study offers some useful insights that can help inform efforts to improve quality, patient-centered care and the patient experience more generally.

Institutional Scope

- **Location:** Centre for Sight, New Delhi
- **Target Population:** Patients coming for Follow up and for post-operative examination
- **Departments Involved:** Outpatient Department (OPD)

Operational Utility of the Study in the Hospital

Awareness Campaigns: Knowledge gaps will be filled through development of targeted awareness materials for the OPD waiting areas. Policy and Planning: The information can be used by the hospital management to inform the patients about the feedback links. Better Patient Experience: Answering patients' questions and concerns and building trust can lead to higher satisfaction scores.

OBJECTIVES OF THE STUDY

1. Assess the effectiveness of current patient feedback systems in eye hospitals.
2. Investigate why patient participation in feedback is limited.

METHODOLOGY

Research Design: Descriptive Cross-Sectional Study Design

Data Collection Methods

Primary Data: Structured questionnaires for patients

Sample Size: 99 patients visiting the eye hospital

Sampling Technique: Convenience sampling

Data Collection Tools

Questionnaire

Study settings: Centre for Sight, Safdarjung (Delhi)

Timeline: 3 months

RATIONALE OF THE STUDY

Patient experience has become an important indicator of healthcare quality and organisational performance. Today's health care systems are focused on patient centred care, thus is important to know what the patients think, what they expect and how satisfied they are. The Net Promoter Score (NPS) is a commonly used method to measure the patient experience because it is simple and easy to use. However, there is limited research showing the effectiveness of NPS in fully capturing patient experiences, especially in healthcare settings. Although many hospitals have established mechanisms for patient feedback, there are issues of low response numbers, patients not being aware of such systems and inadequate patient involvement. Timely and meaningful feedback is especially important for eye care hospitals where patients are often seen in many different departments during their treatment, for the purpose of evaluation of quality of services and patient satisfaction. As part of its ongoing commitment to quality improvement, Centre for Sight routinely seeks patient feedback. However, it is important to check whether these existing feedback tools, including NPS, are truly representative of patient experience and provide useful information for service improvement. Understanding the factors that affect patient participation in providing feedback might increase responses and improve the reliability of data.

This study is being conducted to assess the effectiveness of patient feedback systems and the role of NPS in measuring patient experience. The results will help hospital managers to increase patient engagement, improve service quality and make better decisions based on patient feedback. This study will also add to existing research on the use of NPS and patient feedback systems in healthcare.

INTRODUCTION

The past few years have seen massive changes in healthcare, with more emphasis on patient-centred care, excellent services, and continuous improvements in the quality of care. Today, the assessment of health services has shifted from clinical outcomes to the patient experience and satisfaction level. Consequently, healthcare institutions are progressively implementing structured feedback mechanisms to gain a better understanding of the patient's perspective, pinpoint areas for improvement, and enhance the quality of service delivery. Patient feedback is an important way of evaluating health care services from the patient's point of view. It provides useful information on various aspects of care such as communication with health professionals, waiting times, attitude of staff, administrative procedures and the overall treatment experience. Hospitals can use patient feedback to effectively see what is working well and what needs to be improved and this leads to higher patient satisfaction, better health outcomes and stronger patient-provider relationships. The Net Promoter Score (NPS) is one of the most popular tools used to measure patient loyalty and satisfaction .NPS was developed by Fred Reichheld in 2003 and measures the likelihood that a patient would recommend a healthcare provider to others on a scale of 0 to 10.NPS is a popular tool used across industries like healthcare due to its simplicity and ease of use .In fact, many healthcare organizations use NPS as a key performance indicator to monitor patient perceptions, measure service quality, and guide efforts to improve care. Patients in eye care hospitals visit several departments during their treatment, including registration, consultation, diagnostics, counselling, pharmacy, optical services and post-operative care .Each of these interactions adds to the overall patient experience. Thus, it is important to understand patients' perceptions at each step of the care process to deliver high-quality, patient-centred services and organizational excellence. Centre for Sight is one of the largest eye care providers in India and is very particular about patient satisfaction and feedback management. The hospital collects patient feedback periodically through different methods. NPS is used to measure patient loyalty and quality of services. However, challenges including low participation in providing feedback, differing patient expectations and operational constraints may affect the effectiveness of the feedback system. Hence, it is necessary to review existing feedback mechanisms and their role in improving the patient experience. The study is designed to evaluate the effectiveness of patient feedback systems and the usefulness of NPS as a tool to measure the patient experience at Centre for Sight. The study considers the thought process of patients and hospital employees in order to get the complete spectrum of feedback collection processes, patient satisfaction

levels and potential ways of improving services. The results are expected to offer valuable insights for the improvement of feedback processes and overall quality of patient care.

Types of eye surgeries performed at CFS:

An overview of the main types of eye surgeries,

Cataract Surgery: Through this surgery, the cloudy lens (cataract) are removed and replaced with an artificial intraocular lens (IOL).

Phacoemulsification (Phaco): Uses ultrasound waves for the breakage of the lens before removal; most common modern method.

Manual Incision Cataract Surgery (MICS): Uses a slightly larger incision; often used in resource-limited settings.

Femtosecond Laser-Assisted Cataract Surgery (FLACS): It uses laser for precision cuts before lens removal.

Categories of Intraocular Lenses (IOLs)

Intraocular lenses are artificial lenses that are implanted in the eye to correct refractive defects or to replace the natural lens that was removed during cataract surgery.

1. Based on Focusing Ability

a. Monofocal IOLs

Provide clear vision at a single focal distance (usually set for distance vision).

Patients may still need glasses for near or intermediate tasks.

Example: Standard IOLs covered under many insurance/government schemes.

b. Multifocal IOLs

Designed with multiple zones or rings to provide vision at near, intermediate, and far distances

Reduce dependency on glasses, but may cause glare or halos at night.

2. Based on Optical Design

a. Aspheric IOLs

Reduce spherical aberrations for sharper, high-contrast vision, especially in low-light conditions.

b. Spherical IOLs

Standard design, lower cost, but may cause slight reduction in image quality compared to aspheric lenses.

3. Based on Correction of Astigmatism

a. Toric IOLs: *Correct corneal astigmatism in addition to replacing the lens, Reduce the need for glasses in patients with significant astigmatism.*

4. Based on Material

a. Hydrophobic Acrylic IOLs: *Popular choice; low rate of posterior capsule opacification (PCO), Foldable for small-incision surgery*

b. Hydrophilic Acrylic IOLs: *Flexible and biocompatible; good for certain surgical situations.*

c. Silicone IOLs

Light Adjustable Lenses (LALs): Post-surgery lens power can be adjusted using UV light treatment

2. Refractive Surgeries

Improves vision by reshaping the cornea or replacing the natural lens.

LASIK (Laser-Assisted In Situ Keratomilesusis): For myopia, hyperopia, and astigmatim.

PRK (Photorefractive Keratectomy): For patients with thin corneas.

SMILE (Small Incision Lenticule Extraction): Minimally invasive laser procedure for myopia/astigmatism

Implantable Collamer Lens (ICL): Inserts a synthetic lens into the eye without taking out the original one.

Refractive Lens Exchange (RLE): Removes natural lens and replaces it with an artificial one for high refractive errors.

3. Glaucoma Surgeries

Lowers intraocular pressure to prevent optic nerve damage.

Trabeculectomy: Creates a drainage flap for aqueous humor to escape.

Glaucoma Drainage Devices (Tubes/Shunts): Channels fluid out of the eye.

Laser Trabeculoplasty: Improves fluid drainage using laser.

Minimally Invasive Glaucoma Surgery (MIGS): Newer, less invasive drainage techniques.

4. **Corneal Surgeries**

Treats corneal diseases, injuries, or opacities.

Penetrating Keratoplasty (PK): Full-thickness corneal transplant.

Lamellar Keratoplasty (DALK, DSEK, DMEK): Partial-thickness corneal transplants.

Corneal Cross-Linking (CXL): Strengthens the cornea for keratoconus.

Pterygium Excision: Removes non-cancerous growth on the cornea.

6. Oculoplastic Surgeries

Focuses on eyelids, orbit, and tear ducts.

Blepharoplasty: Eyelid surgery for drooping lids.

Ptosis Repair: Corrects eyelid drooping.

Dacryocystorhinostomy (DCR): Restores tear drainage.

Orbital Fracture Repair: For trauma cases.

7. **Pediatric Eye Surgeries**

Specialized for children's eye problems.

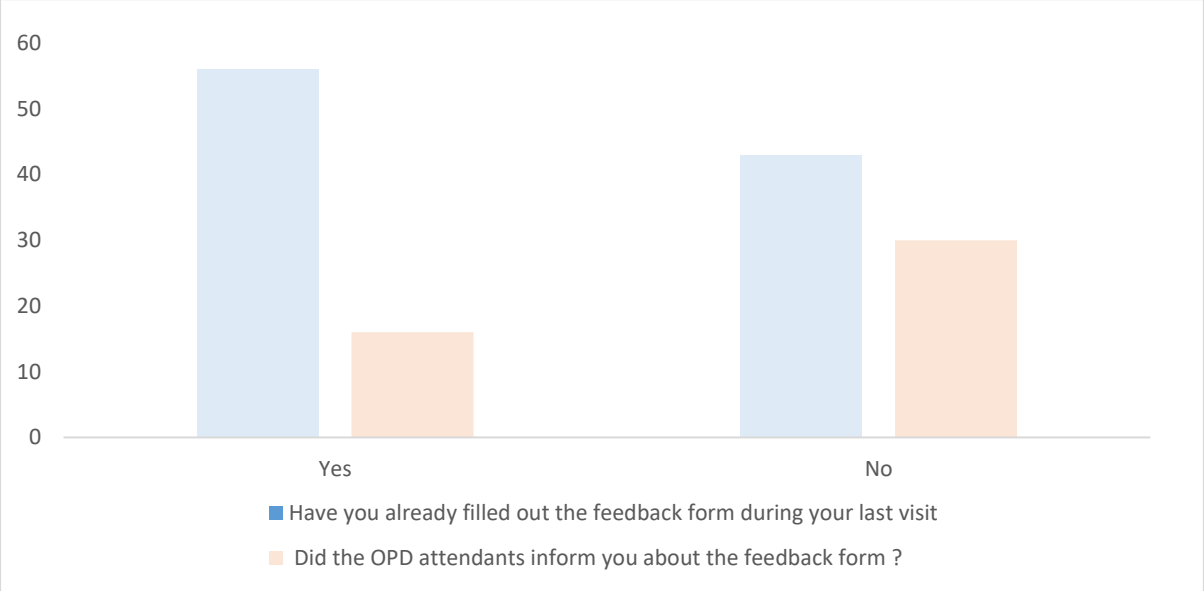
Strabismus Surgery: Aligns crossed eyes.

Pediatric Cataract Surgery: Early cataract removal in children

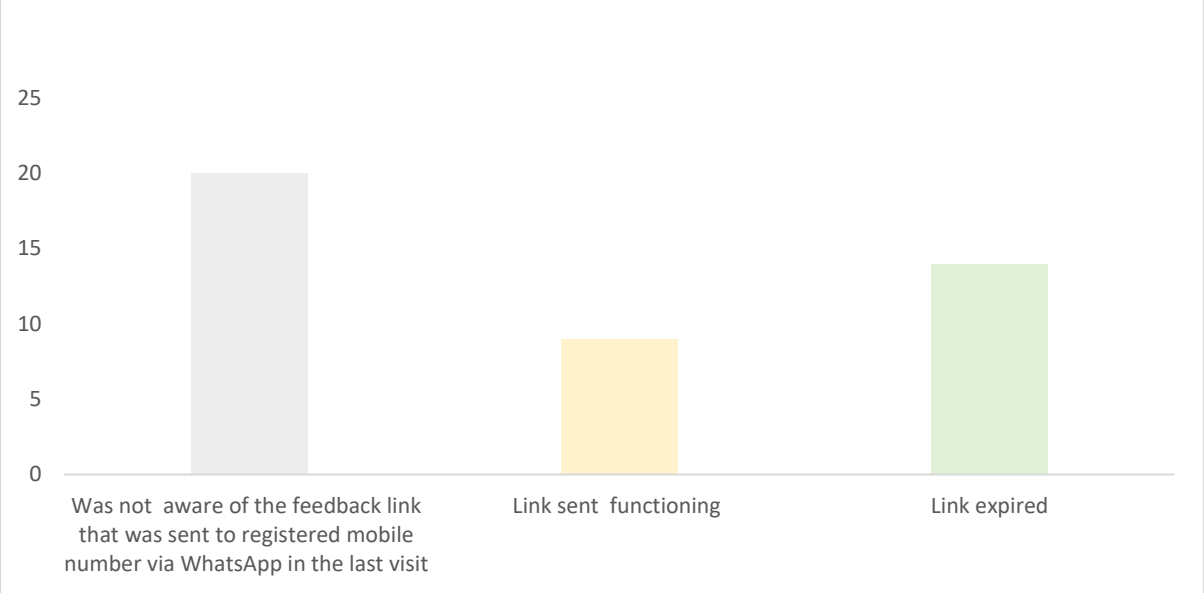
RESULT & INTERPRETATION

Feedback records collected during March, April, May and June 2026 .Responses obtained through structured questionnaires administered to patients and staff members, each representing aspects of the patient and staff knowledge, beliefs, and influencing factors regarding services provided after surgery during check-up, waiting time, consultation with doctors , OPD appointments etc.

Questions	Yes	No
Have you already filled out the feedback form during your last visit	56	43
Did the OPD attendants inform you about the feedback form?	16	30



Reason for not filling the feedback form	No. patients
Was not aware of feedback link that was sent to registered mobile number via WhatsApp in the last visit?	20
Link sent functioning	9
Link expired	10



After analysis of data from the questionnaire asked from the patients they were not aware about feedback ,were not able to open the link , link were not opening or they were not interested in giving feedback the staff were unable to inform patient about feedback due to heavy OPD appointments , patients were not convinced to give feedback. The link send for patients who were coming for general check-up were send link on the next day after checkup which was leading to lower NPS and post-operative patient were not ready to give feedback because they did not recover even after the surgery due to heavy OPD their waiting time was increased and many patient did not returned for a post-surgery checkup or visited their nearby centers for the checkup.

CONCLUSION

The study looked at the use of patient feedback tools and net promoter score (NPS) to measure patient experience and quality of services at Centre for Sight. The study included a detailed review of patient feedback records, department performance data and feedback from patients and staff to provide a holistic view of the current feedback process. The results showed that Centre for Sight had a high level of patient satisfaction, demonstrated by consistently high NPS scores. Some key strengths were identified in certain clinical services including doctor consultations and interaction with optometrists which help to create a positive patient experience. On the other hand, support services such as billing, pharmacy, housekeeping and optical services scored lower, showing room for improvement. Although there was general satisfaction there were some difficulties recorded in patients' participation in the feedback process. The percentage of patients who actively gave feedback was low in comparison to the total number of patients visiting the hospital. This underscores the need for enhanced patient engagement approaches and improved methods of collecting patient feedback. It also found that the higher the levels of participation, the more accurately the patient experience and service quality were reflected. Operational problems that affected feedback collection were identified in the staff responses, including patient unwillingness to give feedback, time constraints, and communication and workflow problems. The findings suggest the need to strengthen the feedback process through improved staff engagement, patient awareness and communication. The study concludes that NPS is a useful and simple tool for measuring patient satisfaction and loyalty. However, it is recognised that NPS is not a complete representation of the patient experience. NPS, along with detailed qualitative responses, can provide more insights into patient expectations and potential areas of improvement. In conclusion, the continuous evaluation of patients' feedback, the prompt solution of the issues, staff development, and patient-centric improvements in services can significantly enhance the patient satisfaction and quality of services. The findings of this study can assist hospital management to improve feedback systems, operational efficiency and continuous quality improvement efforts.

SUGGESTIONS FOR THE ORGANIZATION

1.Improve Feedback Link Timing

The hospital should enhance the timing and validity period of feedback links.Sending feedbac k requests right afterconsultation or service can help capture genuine patient experiences.Furt hermore, allowing a longer time frame for postoperative patients to respond may lead to bette r participation and higher quality feedback.

2. Strengthen Support Service Departments

Although clinical services like doctor consultations and optometrist visits received high satisf action ratings, support services such as billing, pharmacyand optical services need more atten tion and improvement.

3. Conduct Regular Staff Training

Regular training programs should be introduced to improve communication skills, patient interaction, service behaviour, and feedback collection methods. Trained staff can lead to better patient interactions, increased feedback participation, and ultimately higher patient satisfaction levels.

LIMITATIONS OF THE STUDY

1 .Limited Study Setting

The study took place at a single facility within the Centre for Sight. As a result, the results reflect the experiences and ways of working specific to this one center and may not apply to other hospitals or healthcare environments.

2. Restricted Study Period

The study was based on patients' feedback over a short period of time. Patient feelings and satisfaction can change over time because of changes in hospital procedures, the number of patients, or the way services are given.

3. Bias in Responses

Patient feedback is subjective and can be influenced by their expectations, feelings or personal experiences. This can influence the honesty or accuracy of their responses.

4. Operational Restrictions

The large number of patients, time constraints, heavy workloads and stress in daily tasks could have affected how feedback was collected and the accuracy of the responses.

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ANNEXURES

General questions for Post-Operative and OPD patients

General Question

1. Have you already filled out the feedback form during your last visit? (YES/NO)
2. Did the OPD staff member inform you about the feedback form ?(YES/NO)

Reason for not filling the feedback

3. Why did you not fill the feedback form

   Link sent was not functioning properly / Link expired / Was not aware of the feedback link that was sent to registered mobile number via WhatsApp in the last visit?

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