Patients' experiences of nursing actions during intravitreal treatment for wet age-related macular degeneration
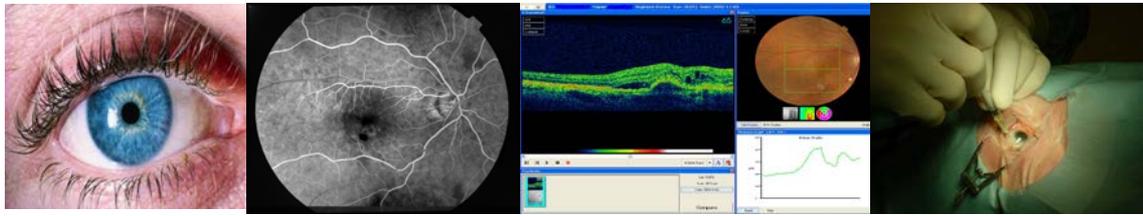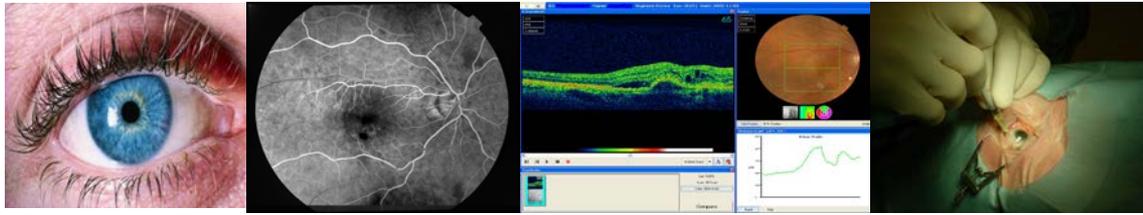
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Purpose: The aim was to identify and describe nursing actions performed by nursing staff in which patients with wet age-related macular degeneration (AMD) experience good nursing care.
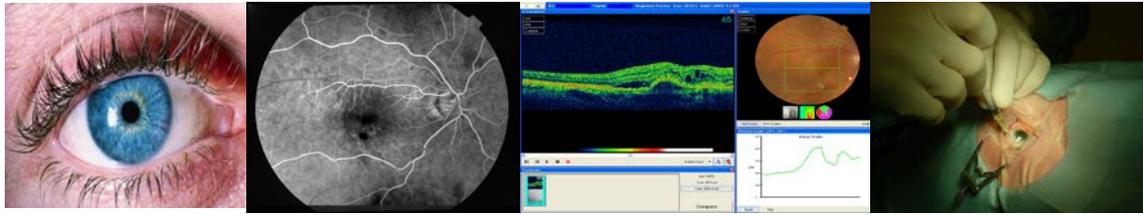
Method: An explorative and descriptive qualitative design based on the Critical incident technique (CIT) was used. A strategic sample of 16 patients, aged 61-87 years (eleven women and five men) with wet AMD who received intravitreal treatment were interviewed.

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Results: Two main areas of good nursing care was identified during intravitreal treatment *Being perceived as an individual* and *Creating confidence during visits,* each area comprising two categories.

The area *Being perceived as an individual* comprised two categories; acting respectfully and being engaged. Acting respectfully was perceived when the nursing staff had a benevolent attitude and answered questions kindly and polite. The patients considered to be seen as an individual when the nursing staff were available for conversation and were present in the encounter.

The area *Creating confidence during visits* comprised two categories; encourage participation and inspiring confidence. Encouraging participation was perceived when the nursing staff continuously provided information. The nursing staff created confidence and trust by keeping promises and being honest.

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Conclusion: The interaction in the encounter between patient and caregiver is fundamental for patients' experience of good nursing care. It emphasise the importance of personal centred care even though the time for each patient is limited and the nursing staff have a demanding schedule. It would be desirable with specific guidelines for care of patient who gets intravitreal treatment. Without specific guidelines makes it difficult to implement person centred care and more quality time would benefit the patient.

Conflict of Interest: None

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