

**BNSSG ICB**  
**Bristol Eye Hospital**  
**Enhanced Image**  
**Referral Service**

# Introductions

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❖ **John Hopcroft**

❖ **Chair, Avon Local Optical Committee**

❖ **Amy Hughes**

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Get in touch

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# Bristol Eye Hospital Enhanced Image Referral Service

Primary  
 Eyecare

# Agenda

- ❖ **Introduction to Primary Eyecare Services**
- ❖ **Overview of service pathway**
- ❖ **Overview of Opera platform**
- ❖ **Opera onboarding: practices and practitioners**
- ❖ **Q+A**
- ❖ **OCT and optic disc swelling CPD presentation: Simon Epps**



# Who are Primary Eyecare Services (PES)?



Single provider company formed by LOCs and supported by LOCSU.



Provide extended primary eyecare service via networks of established optical practices



'Optometry Federation' (Akin to GP Federation)



Presence in 29/42 ICBs, MoU with 54 LOCs, network of over 2,500 practices, over 670,000 episodes of care p/a, 630,000 patients.

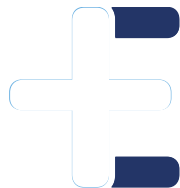


'High Quality Patient Centred Eye Services in Primary Care'



# Enhanced Imaging Referral Service: Overview

- ❖ To provide enhanced referrals including OCT and retinal photography to Bristol Eye Hospital
  - ❖ **All** macula referrals
  - ❖ **Selected** neuro-ophthalmology referrals (optic disc appearance of concern).
- ❖ Service provided by accredited optical practices and practitioners through OPERA IT platform
- ❖ Practice fee per referral including imaging is £30
- ❖ Provisional launch date 1<sup>st</sup> April 2024



# Service pathway and protocol

- ❖ Clinical information provided through Opera module
  - ❖ Symptoms
  - ❖ Distortion present (macula referrals)
  - ❖ Corrected visual acuities
  - ❖ Subjective refraction result
  - ❖ Examination of anterior segment
  
- ❖ OCT macula or disc DICOM file (must be of appropriate quality)
- ❖ Colour photograph of macular or disc





# Opera overview

- ❖ Patient look up through NHS Spine
- ❖ Patient with BNSSG GP: Opera will check patient eligibility.
- ❖ “Drag and drop” imaging upload
- ❖ Referral directly through Opera
- ❖ Automatic GP notification of referral



- ❖ Referral feedback directly through Opera
- ❖ The Opera module is in development: online module/service launch to follow

Patient Management

Page 1, Search: Surname = XXX\*



NHS Number    Date of Birth   

Quick Patient Add

	Surname	Forenames	D.O.B.	NHS Number	Gender	
	XXXDERBY	XXXTEST	25-06-1934	-	Male	
	XXXTEST	XXXTEST	28-10-1942	-	Female	
	XXXTESTNJ	TEST	10-10-1985	-	Female	





## Quick Patient Add

I know the patient's NHS number

NHS Number

Date of Birth



I know the patient's details

Forenames

Surname

Gender



Date of Birth



Postcode

Find Patient



Find a patient.

Import Patient

Cancel



Patient Management

Page 1, Search: Surname = XXX\*



NHS Number  Date of Birth

Quick Patient Add

	Surname	Forenames	D.O.B.	NHS Number	Gender	
	XXXDERBY	XXXTEST	25-06-1934	-	Male	
	XXXTEST	XXXTEST	28-10-1942	-	Female	
	XXXTESTNJ	TEST	10-10-1985	-	Female	



# GOS18 Enhanced Referral Form

Patient Demographics - V2 Production



Patient First Name \*

XXXTEST

Patient Second Name \*

XXXTEST

Patient NHS Number

Waiting for population

Patient Date of Birth \*

28-10-1942

Patient Telephone Number \*

1234567891

Patient Address \*

XXXXXXXXXXXXXXXXXXXX

Street Address

XXXXXXXXXXXXXXXXXXXX

Street Address Line 2

Waiting for population

City

Waiting for population

State / Province

M27 8AR

Postal / Zip Code

Patient GP Code \*

P87025

If no GP enter 'None'

Patient GP Practice Name

THE LAKES MEDICAL PRACTICE

Patient GP Practice Address

THE LAKES MEDICAL PRACT, THE LAKES MEDICAL CTR, 21 CHORLEY ROAD SWINTON, M

User GOC Number

01-00069

GOCName \*

AMY

First Name

HUGHES

Last Name

User GOC ODS

AFW

User GOC Practice

PRIMARY EYECARE SERVI

Patient Factors

Advocate required

Military veteran

Domestic Driver (Group I)

Transport required

Patient has an autism diagnosis

Patient has learning disabilities

Patient is a carer

Mental health issues

Physical disability

Hearing problems

Commercial Driver (Group II)

Patient is housebound



## Visions & Refractions

OPERA Referrals



Test chart type used for distance VA

- Snellen
- LogMAR

Unaided R Snellen \*

Unaided L Snellen \*

Corrected R Snellen \*

Corrected L Snellen \*

Binocular VA Snellen

RE Near VA

LE Near VA

Binocular Near VA

Do you wish to report the findings of a refraction?

- Yes
- No - not done
- No - not possible

Refraction Method

Date of Sight Test (if applicable)

Cyclo Refraction:

R	Sph	Cyl	Axis	Prism	Base	Distance	Sph	Cyl	Axis	Prism	Base	L
					-Select-							
				Prism	Base					Prism	Base	
Add				-Select-	Near	Add				-Select-		

Clear

Back

Next



## Ocular Examination

OPERA Referrals



C:D Ratios	◀
IOP Measurements	◀
Van Herrick & Visual Fields	◀
Disc features	◀
Macula features	▼

### Macula haemorrhage Right

Yes

No

### Macula haemorrhage Left

Yes

No

### Sub-retinal fluid Right

Yes

No

### Sub-retinal fluid Left

Yes

No

### Macula exudate Right

Yes

No

### Macula exudate Left

Yes

No

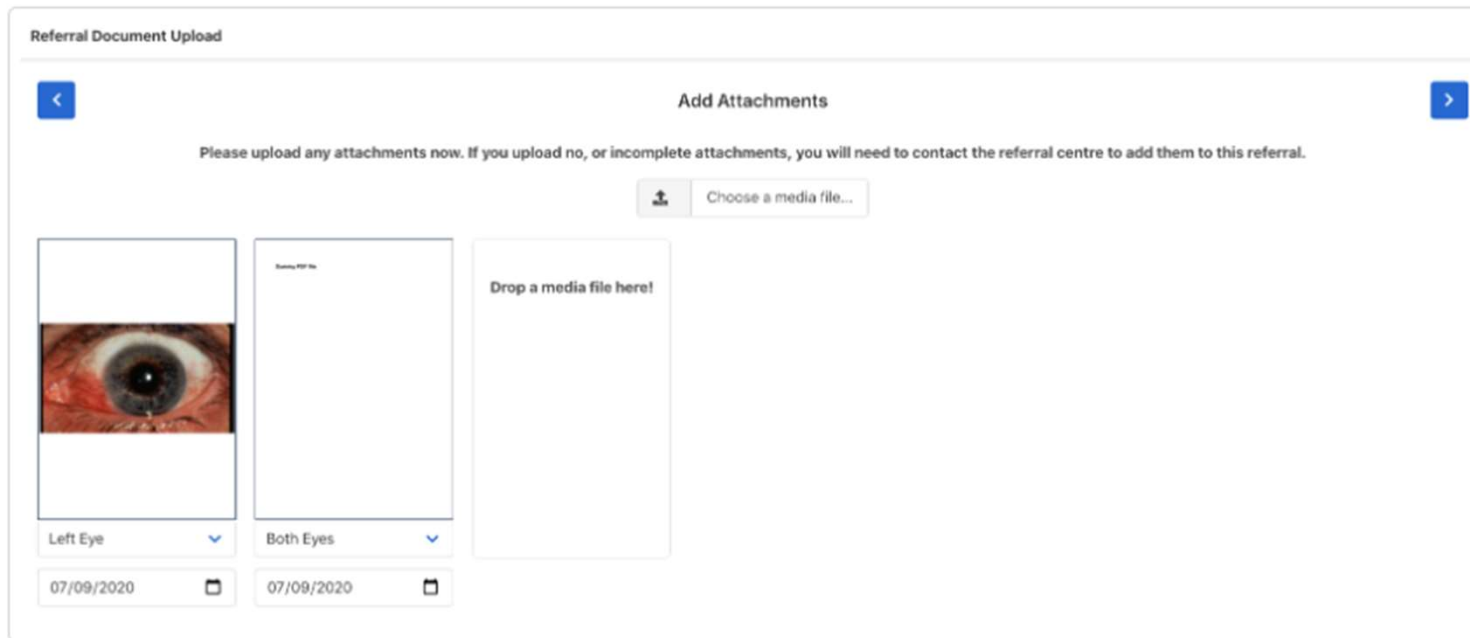
Back

Next

## Uploading images and other attachments

OPERA allows you to upload images in almost every format, OCTs as DCM or other file formats as well as PDF files. Simply drag and drop the files you wish to upload, select the date that they were taken or produced, and the eye that they relate to. This is important as these images are imported into a PACS system viewed by the hospital.

In this example we have uploaded an image of the eye and PDF of a recent letter from the hospital.



The screenshot shows a web interface titled "Referral Document Upload". At the top, there is a navigation bar with a blue left arrow, the text "Add Attachments", and a blue right arrow. Below this is a message: "Please upload any attachments now. If you upload no, or incomplete attachments, you will need to contact the referral centre to add them to this referral." A button with a download icon and the text "Choose a media file..." is positioned above three upload areas. The first area contains an image of a human eye, with a dropdown menu below it set to "Left Eye" and a date field set to "07/09/2020". The second area contains a document icon and the text "Recent PDF file", with a dropdown menu below it set to "Both Eyes" and a date field set to "07/09/2020". The third area is empty and contains the text "Drop a media file here!".



We can now press the blue forward button and select the provider.



## Selecting a provider

We can now select our provider, first use the drop down on the left, in this case we will select Routine HES referrals, and then press 'Select Provider'. You will see a list of providers that can offer services to your patient and their CCG. Please note, you may need to scroll through the list to see all providers. If you need to change something, select 'Change Selection'

Referral Document Upload

Provider

Referral Details

Interpreter language (if required)

CUES - Routine HES Referrals  Routine  COVID - Routine HES referral

Provider: NHS GLOUCESTERSHIRE CCG, Patient Age: 92 years

These are the nearest services at which patients are likely to receive treatment within 18 weeks:

Provider	Wait time routine	Travel time
<input type="checkbox"/> HES Cheltenham General Hospital - Routine Referrals		194.5 Mins
<input type="checkbox"/> HES Blackpool Fylde and Wyre Hospital - Urgent, Emergency, Macular		257.2 Mins

Below are other services that meet your criteria.  
Patients are unlikely to receive treatment within 18 weeks at services highlighted as "Limited Capacity".

Provider	Wait time routine	Travel time
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You can then press the blue forward button and answer any additional questions required by the provider and then the blue forward button again to see the final review page, at which point, if everything is satisfactory, then you can press submit. You will see this screen:


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## Getting ready to provide the service

1. Practice and practitioners onboarded onto Opera
2. Expression of Interest Link completed



# OPERA HOME PAGE: <https://app.optom-referrals.org/>



**Sign in to your account**

Welcome back! Please enter your access info.

Min. length 7 expected.

[Forgot your password? Reset it.](#)

# Primary Eyecare

[User Onboarding](#)  
[Practice Onboarding](#)



# Practice onboarding

## Help and Guidance

nboarding

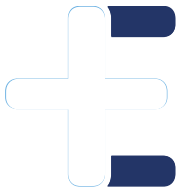
The onboarding process is designed to be as simple as possible, however, before beginning please take the opportunity to visit the guidance note we have prepared to ensure that you have everything you need, and to ensure that your application is successful first time.

[View help & guidance](#)

Close

[Ready to start](#)

<https://help.optom-referrals.org/article/301-practice-onboarding>



# Onboarding/registering for Opera - Practice

You will need the following documents to complete practice onboarding:

- ❖ Your DSPT certificate
- ❖ Your GOS contract checklist
- ❖ Your NHS standard contract checklist

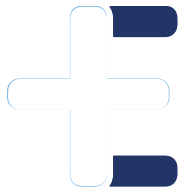
Create new checklist

Checklist type

Subcontractor Practice (Primary Eyecare Services Limited) ▼

These can all be completed through the Quality in Optometry website.

These need to be in PDF format. You will also need details of your indemnity and your practice ODS code.



❖ Select “Full OPERA Access” to provide any of our extended services

## Practice Onboarding

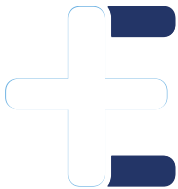
Please let me know if you want to register as:

Referral Only Practice

Full OPERA Access

Cancel

Continue

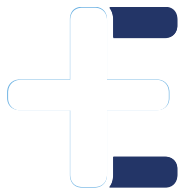


# Onboarding/registering for Opera - Practice

- [Practice Profiles - OPERA \(optom-referrals.org\)](https://optom-referrals.org)

Services Provided

<input checked="" type="checkbox"/> Glaucoma Repeat Readings	<input checked="" type="checkbox"/> Glaucoma Enhanced Case Finding / Referral Refinement
<input checked="" type="checkbox"/> Cataract Referral Service	<input checked="" type="checkbox"/> Post Cataract Service
<input type="checkbox"/> Minor Eye Conditions Service (MECS)	<input type="checkbox"/> Urgent Eye Care Services (CUES)
<input type="checkbox"/> People With Learning Disabilities Service	<input type="checkbox"/> OHT / Glaucoma Monitoring
<input checked="" type="checkbox"/> Low Vision Service	<input checked="" type="checkbox"/> Children's Service



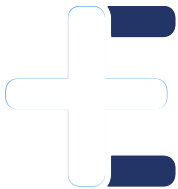
The blue tick means that you wish to provide the service, if the service is unticked then your practice will not be on the directory of services for the named pathway and your admins and GOC users will not be able to access those forms.

# Onboarding (Practitioner)

- ❖ Once the practice is onboarded, they can invite practitioners (and admin roles) to onboard: <https://help.optom-referrals.org/article/299-onboarding-as-a-practitioner-for-opera>
- ❖ The Practitioner will then receive an email with a registration link to complete the Practitioner onboarding system

Practitioners will need the following documents to complete practitioner onboarding

- DBS Certificate (Enhanced DBS with check of DBS barred list for adults and children, with update service subscribed to)
  - Safeguarding Certificates Level 2 for both adults and children
  - Copies of certificates and qualifications
- 
- ❖ It's a good idea to get these documents together before you access the onboarding form and they all need to be in a PDF format





# Onboarding (Practitioner)

- Once you have received your invitation email from a practice (check those junk folders!):

User Onboarding

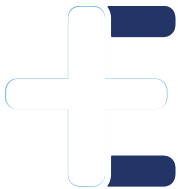
Please let me know if you:

GOC Registrant

Administrator

Cancel

Continue



# Onboarding (Practitioner)

- [Practitioner Profiles - OPERA \(optom-referrals.org\)](https://www.optom-referrals.org)



# Onboarding/registering for Opera

There is lots of help and support on the Opera Help Centre:



## Sign in to your account

Welcome back! Please enter your access info.

Min. length 1 expected.

Sign in

Forgot your password? [Reset it.](#)

[User Onboarding](#)  
[Practice Onboarding](#)

## Onboarding / Registration

A set of tasks to complete before your first live patient

- [Onboarding as a Practitioner for OPERA](#)
- [Inviting a Practitioner to access your Practice Opera account](#)
- [Create an administrator role](#)
- [Practice Onboarding](#)
- [QIO Tutorial - Optical DSPT Checklist](#)
- [Onboarding Webinar - November 2020](#)
- [Practitioner Profiles](#)
- [QIO Tutorial - NHS Standard Contract](#)
- [Transferring from Healthi](#)
- [ODS Codes](#)
- [Disclosure and Barring Service \(DBS\) checks](#)



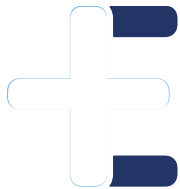
# OPERA HELP CENTRE

There is a Help centre built into OPERA which provide step by steps on onboarding and the use of OPERA as whole. You can access this resource centre on:


<https://help.optom-referrals.org/>

OR

Go to the chat bubble on the OPERA page – type in your query and help guides will pop up to assist you. If you don't find the answer you are looking for, simply complete the enquiry fields to get direct support. Please provided as much detail as possible with the query you need support on, to ensure you get the answers you require in the quickest time! **hello@referral.support**



# OPERA HOME PAGE: <https://app.optom-referrals.org/>



**Sign in to your account**

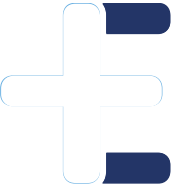
Welcome back! Please enter your access info.

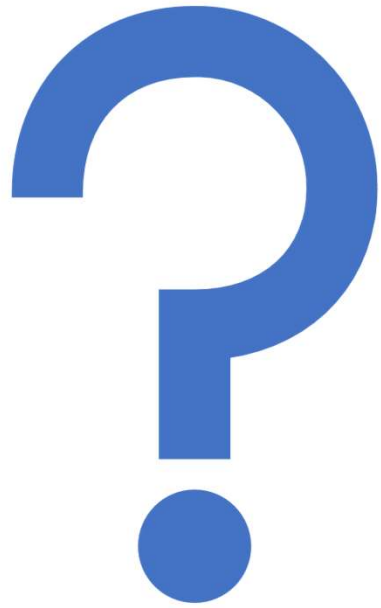
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Any questions?