


Milton Keynes Clinical Commissioning Group

Ophthalmology Referrals Education Event Guidance v1.1

Monday 4th February 2019
(Amended by Bucks LOC Sep 2020)
Academic Centre
Milton Keynes Hospital Campus
Stephen Nail
MKCCG



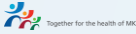
1




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Contents

- Single Point of Access (SPA)
- Referrals that should not be sent to the SPA
- Referral Forms
- Contact Details & Further Information



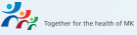
2




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Single Point of Access (SPA) Service 1

- The SPA service is run by the Milton Keynes Referral Management Service which is provided by Operose Health (based in Little Chalfont, Amersham).
- Routine referrals to a specialist (GOS18 form) should be sent to the SPA for processing.
- Referrals can be sent by nhs.net email (mk_rms@nhs.net) or faxed or posted.
- Referrals should only be sent to the SPA if the patient is registered to one of the 27 Milton Keynes GP practices.
- Once received the referrals will be processed (screened, clinically triaged and booked). This should take no longer than one week.
- Some referrals may be returned to the referrer with advice and guidance.



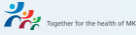
3




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Single Point of Access (SPA) Service 2

- The SPA will provide a copy of the referral to the patient's registered Milton Keynes GP for information.
- Bookings will be made using the national electronic Referral Service called e-RS (Choose & Book).
- Patients will be sent e-RS paperwork by the SPA advising them of their booked appointment or given a choice of local service providers (usually 3 choices). The choice can be changed if the patient contacts the SPA service.
- Patients given a choice can book their appointment on-line or call the National Telephone Appointment Line (TAL) or the SPA service for assistance.
- If an appointment has not been booked within a further two weeks the e-RS system will automatically send a reminder letter to the patient's home address (as recorded on the NHS spine).



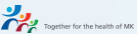
4




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Single Point of Access (SPA) Service 3

- If the patient has not heard regarding their appointment, they should contact the SPA service for an update on the progress of their referral.
- If the patient receives an e-RS reminder letter, they should contact the SPA service to confirm their access code (password) and not the optometrist or their registered GP.
- The SPA can be contacted on 01908 872190 (Monday to Friday between 9am & 5pm) or emailed on mk_rms@nhs.net. A voicemail can also be left.



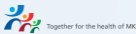
5



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Referrals that should not be sent to the SPA

- Clinically urgent referrals should be sent either to the MK CUES or direct to the local Hospital Eye Service (HES) – usually via the Booked Urgent Service (BUS) route at Milton Keynes Hospital or to A&E (weekend cover). (See the flowchart available here <https://www.loc-net.org.uk/buckinghamshire/practitioner-info/local-referral-information/urgent-emergency-services/> for more information.)
- Wet AMD referrals – there is already a direct referral pathway to Milton Keynes Hospital.
- It is advisable to send a copy of both the BUS and Wet AMD referrals to the patient's GP for information purposes only (please make it clear on the copy that no further action is required by the GP).



6

Referral Forms

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- For routine referrals – try and use the GOS 18 referral form to refer patients. After all, it is the agreed national standard. If you want to include a covering letter so be it but the GOS18 form must be completed and sent too.
- On the GOS18 form, there is a section on e-RS (located on middle section of form). This should also be completed. You are the best placed person to advise on which clinic type to select.
- BUS referrals – there is a dedicated referral form which can be accessed via the LOC website: <https://www.loc-net.org.uk/buckinghamshire/practitioner-info/local-referral-information/urgent-emergency-services/>
- Wet AMD referrals – there is a dedicated referral form which can be accessed via the LOC website: <https://www.loc-net.org.uk/buckinghamshire/practitioner-info/local-referral-information/wet-amd/>

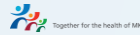


7

Contact Details & Further Information

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- For further information email or access/view the following:
 - Bucks LOC on: bucksloc@hotmail.com
 - MKCCG on: mkccg.optics@nhs.net
 - SPA/MK RMS Service on: mk.rms@nhs.net
- Web sites:
 - <https://www.loc-net.org.uk/buckinghamshire/>
 - <http://www.miltonkeynesccg.nhs.uk/optics/>
 - <http://www.thepracticegroup.co.uk/>



8