

CHEC/LOC follow up meeting
20/7/23
Meeting started 11:00

Present

Kevin Cartmell - Engagement Manager
Andrew James- Midlands Regional Manager
Faye Belgrove - Client Relationship Manager
Laura Peake - Cov/Warks LOC
Jon Belcher - Cov/Warks LOC Chair

Progress on Actions from last meeting:

- **LOC to publish CHEC contact details for cross border referrals into Worcestershire.**
 - Link is available on Worcestershire LOC website. CHEC ask that Link to Worcestershire website be added to Cov/Warks website for signposting of cross border referrals. JB/LP to arrange with LOC
- **CHEC to confirm whether those registered with CHEC can now provide the MECS/ PEARS service for those patients now if practice not based in Worcestershire.**
 - Not yet, work in progress.
- **Simple process to be defined for those that want to sign up to CHEC.**
 - To contact Faye who will arrange it along the available pathways. Faye.b@chec.uk
- **LOC to contact ICB to pursue publishing of cataract waiting time,**
 - JB contacted ICB, they would like this however it is not part of the present specification however it may be a part of any new contract that is procured. CHEC already publish their lead times on the portal.
- **CHEC to investigate adding waiting times to the referral portal?**
 - CHEC publish their lead times on their portal. Accuracy with third party reporting data delay if using other provider software is a known issue for this.
- **CHEC confirmed it is their intention to create a letter confirming that referral will ALL be dealt with and not just ignored for 'unsuitable' patients and that referrals will not be *rejected* but *directed* to correct pathway.**
 - The updated portal is live however not started in practice yet. An admin log in is available too for practice staff to ascertain referral status. LOC asked that if referral is rejected, is this flagged up? The trial of portal to confirm this. LOC states that practices need to know what will be rejected. CHEC confirm that referrals are redirected now and not just rejected without communication.
 - If Community OO notices a progression of a disease, can they refer back into the clinic? Yes, contact the clinic directly rather than starting a new referral. Clinic telephone numbers to be distributed by CHEC, possibility of email address for clinicians to send concerns to.
- **CHEC to define What, When & Where cases seen, LOC to publish**
 - Please still refer everything into CHEC to be triaged.
- **There appears to be an issue with CHEC referring to SWFT. Why can't CHEC refer to SWFT? CHEC to talk to SWFT to ensure pathway is open.**
 - Communication difficulties still occurring with SWFT. JB to arrange introduction Email with CHEC & new SWFT manager so that a communication channel can be opened. ICB contract manager also informed to aid this communication.

- Questioned whether patient choice is given via CHEC portal? CHEC confirms the portal only points to CHEC provider. JB shared px experience where px not offered the clinic that they requested on referral letter. CHEC to follow up individual patient to ensure choice of provider requested was offered.
- Triage centre processes to be addressed to ensure patient choice is acknowledged and offered. AJ to feed back findings of this patient journey from telephone recordings of triage call centre to ensure patient choice is being offered to all patients.
- Unfortunately the ICB did not feel able to attend today's meeting although they were invited, as this is a contract issue they have been alerted.
- **Onward referral data from CHEC triage centre - CHEC to investigate whether this data exists (all agree it should be easy to find!) And to work with the LOC on how to publish this data.**
 - **This is work in progress**
- **CHEC is considering piloting a Track & trace type of service in the portal for confirming where patient is on their referral journey. LOC offered to support this as needed to help with**
 - See new portal pilot. Commenced today.
- **LOC to publish that practitioners should not be using the CHEC triage/referral service for under 18 year old referrals. CHEC to investigate whether referral portal can reject submission at point of submission for these patients.**
 - LOC updated website details.
 - CHEC portal may address this also.
- **CHEC to confirm that MECS is not available for those under 18 also.**
 - South Warwickshire contract does not specify minimum age, so CHEC confirms this is for age 2 and above. LOC to confirm this with the ICB also and then communicate to providers with CHEC.
- **LOC to confirm whether CHEC can attend a future LOC AGM. Feeling is that they would not be able to enter the room while AGM occurs however could do a presentation after the AGM part. Unfortunately the upcoming AGM already has a full agenda.**
 - Next AGM is 16th May 2024, JB/LP to ask if LOC happy for CHEC to be sponsor for this event.
- **LOC & CHEC to publish complaints pathways.**
 - CHEC complaints procedure to be added to LOC website. ICB complaints procedure to be obtained from the ICB and added to LOC website by LOC.
- **Does CHEC e-referral system link to Cinapsis? TBC by CHEC**
 - Meeting yesterday between Monoptical & CHEC, update due imminently.
- **Would a CHEC Ophthalmologist like to be part of the LOC WhatsApp support group?**
 - CHEC to investigate to see if an Ophthalmologist would like to be involved and JB/LP to gain LOC's opinion. LOC to invite SpaMedica Ophthalmologist also to ensure all encompassing group involved.

ICB governance sought for today's meeting and ICB contracts manager was invited today but she felt unable to attend.

Patient issues discussed today:

1. Px wanted to return to Original cataract extraction provider for YAG - px seen by CHEC without offer of other providers. No patient choice offered.
Outcome - CHEC to investigate, report back and escalate as required.
2. Patients living in and around Shipston being given/ having to have appointments in Binley and Coventry.
The most recent troubling case was a very frail elderly man with bilateral wet AMD was referred to Warwick through CHEC on the AMD pathway. They rang us to say they had no availability and we would have to refer to SpaMedica.
He was reluctant to even be referred, did go to Coventry but has discharged himself because it is too far away. I feel helpless because he is going to lose his vision in both eyes (one eye already very poor) because of the distances south Warwickshire patients are expected to travel.
Outcome - CHEC asks: Why did patient not take up the transport to the CHEC clinic? This would be provided for free for the patient. LOC to feedback to practice concerned to follow this patient up and arrange transport.
3. BRVO pathway into CHEC/SWFT
Outcome - CHEC to investigate CHEC's BRVO pathway. LOC to investigate SWFT's BRVO pathway to see if it still exists.

Next meeting 11:00 19th October, 2023

Location TBC

Meeting ended 13:00