

Hampshire LOC AGM

Primary
+ Eyecare

7th June 2023

Introductions

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Working days: Mondays and Thursdays.



Primary Eyecare Services



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)



Provides services for 70 commissioners, ~250 service pathways across a network of ~1500 optical practices.



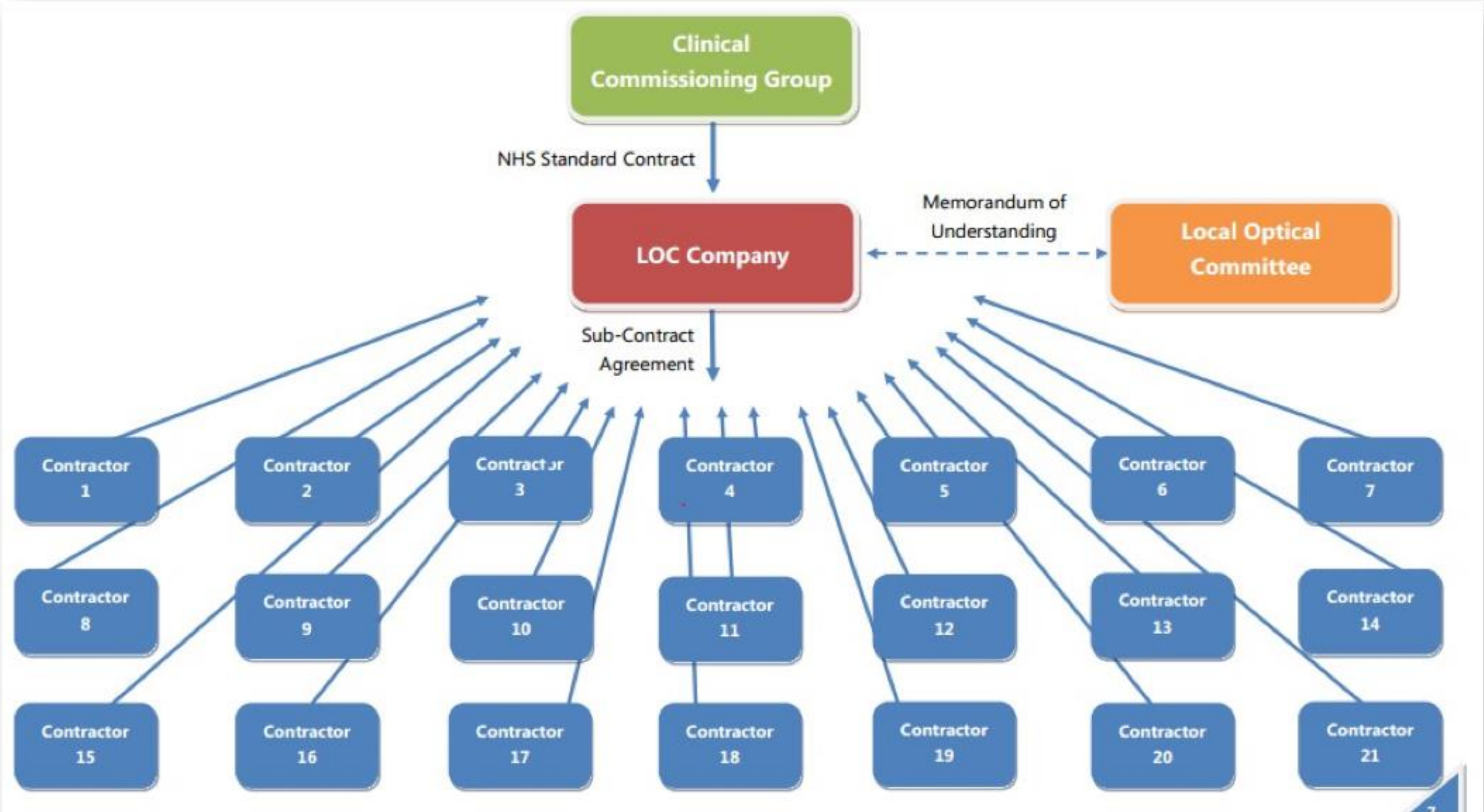
Strong clinical leadership, CQC registered



'High Quality Patient Centred Eye Services in Primary Care'



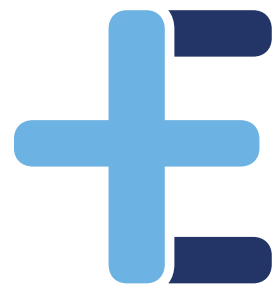
Network of optical practices



Services in Hampshire & IOW

Current Services

- Community Urgent Eyecare Service (CUES)
- Post Cataract (N,M+S Hampshire)
- Glaucoma Repeat Readings (N,M+S Hampshire)
- Glaucoma Enhanced Referral Service (N,M+S Hampshire)
- Glaucoma Monitoring (N,M+S Hampshire)
- Enhanced Triage/Referral-GOS18 Referrals on Opera (West Hampshire only)



Isle of Wight- Optometry First

- Integrated Cataract pathway (pre and post)
- Community Urgent Eyecare Service (CUES)



Service Updates

Primary
+ Eyecare

Community Urgent Eyecare Service (CUES)

commissioned in North & Mid and Southwest Hampshire, Southampton, and Isle of Wight.



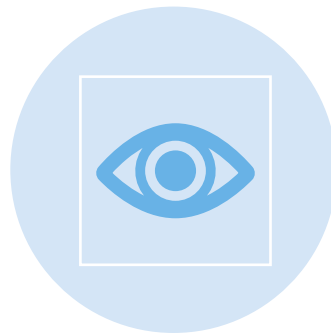
CUES: Overview



CUES was developed during the COVID pandemic, to provide patients with urgent eyecare close to their home.



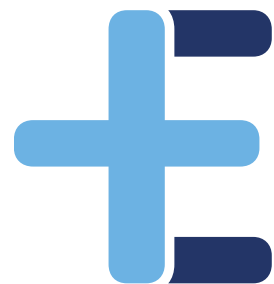
It includes an element of telemedicine.



Service provided by accredited optical practices and practitioners through OPERA IT platform



Practice fee for a core (Telemed or F2F) assessment is £50



Practice fee for an enhanced (OCT or IP) is £80



Opera platform allows cross-border working

PES Hub

Point of access for colleagues to signpost into CUES

Patients can access urgent eyecare, free of charge and close to home by calling



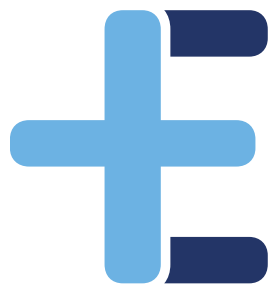
0300 303 4922

Monday to Saturday 9am to 5pm

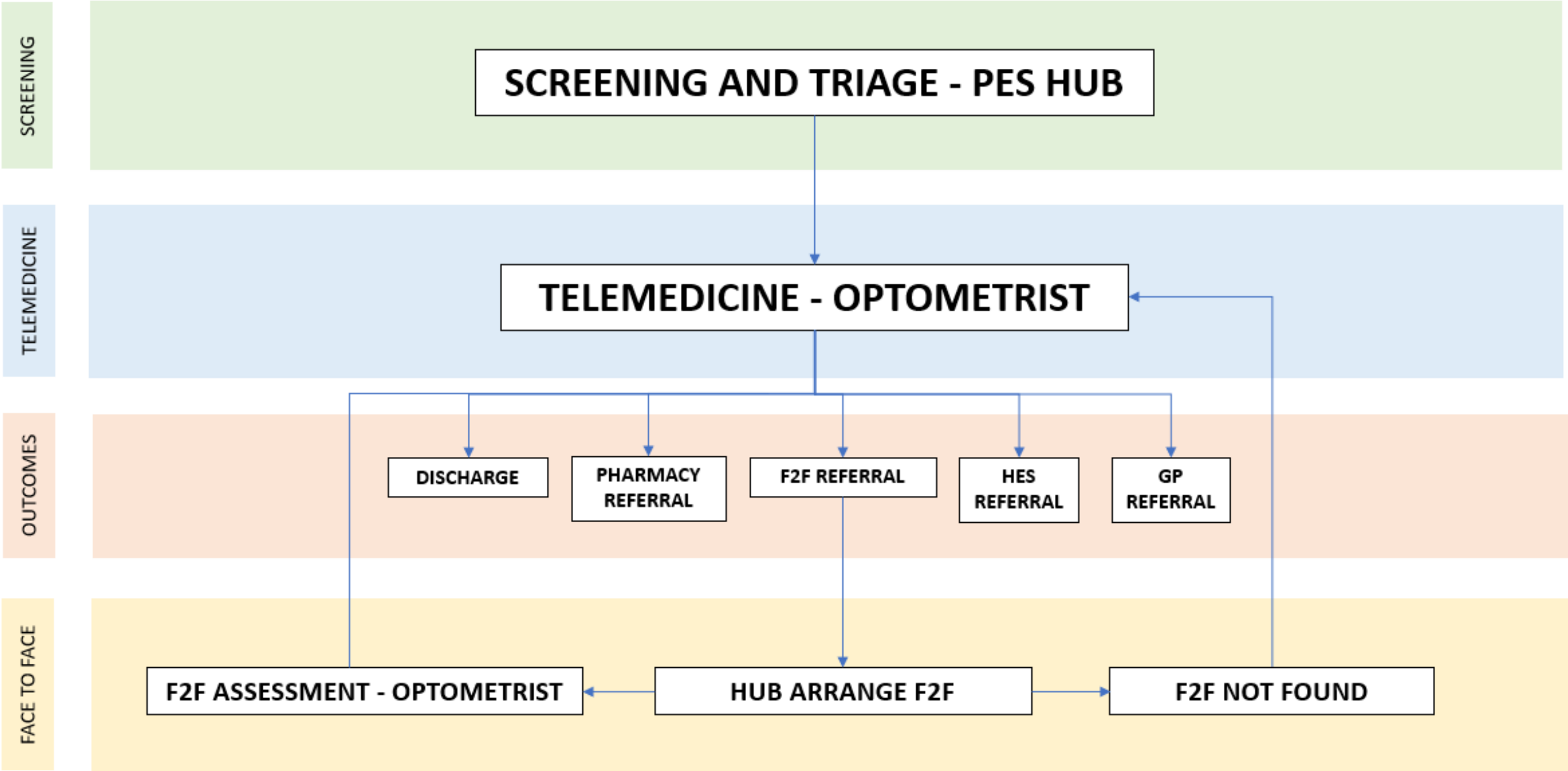
Patients will be screened for eligibility for CUES. If eligible, patients will be offered a remote Telemedicine appointment.

Following a Telemedicine appointment with a PES Optometrist, the patient may be discharged with suitable advice, or may require a face-to-face appointment booked at a CUES provider practice within an appropriate timescale

The Hub team will call the practice before transferring the patient, to ensure they have an appointment in a suitable time frame



CUES TELEMEDICINE SERVICE



Highlights

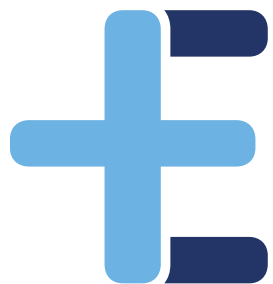
3965 (77%) patients were exclusively managed by CUES in Q4 of 2022/23 across HSIOW ICB area saving valuable appointments in GP practices and secondary care.

- PES has actively increased central referral hub calling staff members to meet the increasing demand for the service, as well as introducing a new call back system.
- Ongoing recruitment of PES central team Telemedicine Optometrists
- Successful CUES Relaunch & Q&A events held in April 2023 for Southampton and Southwest Hampshire in collaboration with UHS and a North and Mid Hampshire event in collaboration with HHFT to engage practices in enhanced services.
- Implemented IOW request for centralised CUES Telemedicine service for the island patients which has now began on the 13th of February 2023.



Challenges

- As in all areas in the NHS system PES have faced challenges **meeting capacity** for telemedicine and face to face appointments within the localities. Engagement with practices is ongoing with the support of the Hampshire LOC.
- **Future Proposal** to support capacity in Hampshire and to onboard practices to deliver the service, increase health equity across the region.
- **Service pathways and protocols** are also currently being reviewed following feedback and will be shared with the LOC for review in due course.



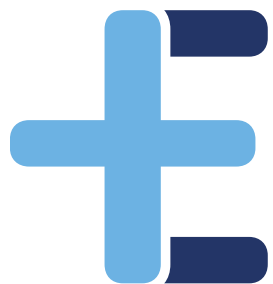
Post Operative Cataract Service (POCS)

commissioned in North & Mid and Southwest Hampshire, Southampton, and Isle of Wight.



Activity- 22/23

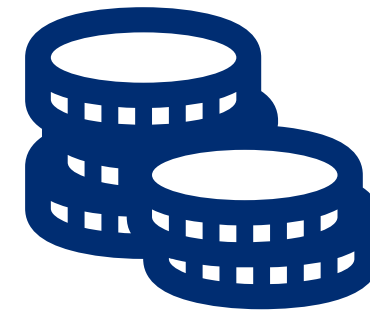
Locality	Q1	Q2	Q3	Q4	YTD
West Hampshire	302	357	360	392	1411
North Hampshire	272	313	381	358	1324
Southampton	0	0	65	60	125
Isle of Wight	0	17	42	254	313
Total	574	687	848	1064	3173



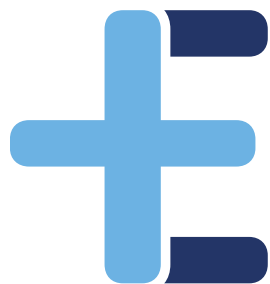
Practice Fees



Post Operative Cataract Check



**£43 per episode in Hampshire
£44 per episode on IOW**



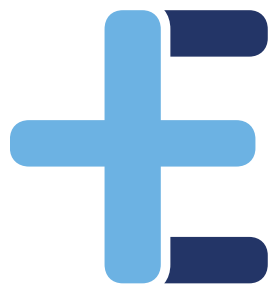
Pre Cataract Service

Isle of Wight.



Pre Cataract Pathway

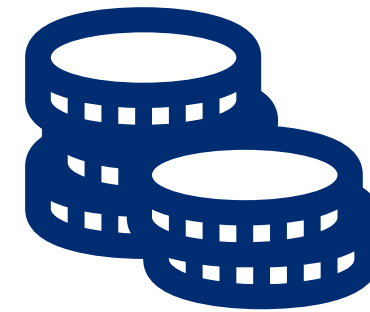
- Implemented as part of the Optometry First pilot
- This service is for Isle of Wight GP registered patients.
- Complimentary pathway to the post cataract service.
- All patients identified as having cataracts will be required to go through the Enhanced Cataract Referral (pre cataract pathway). This involves a in depth questionnaire typically done at the HES following referral therefore saving secondary care capacity.
- Once referred to a cataract provider for surgery they will be transferred out to community accredited participating practices for their post op 4-6 week follow up assessment.



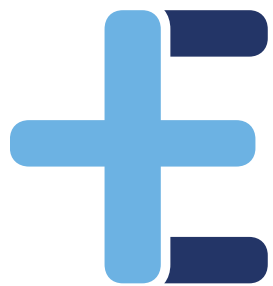
Practice Fees



Pre-operative cataract check



£35 for every episode



Enhanced Triage/Referral

West Hampshire locality

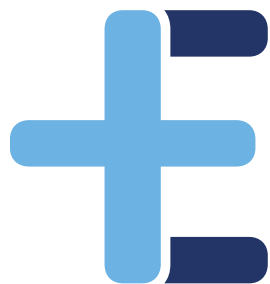


Primary Eyecare Services Referral management and triage service for Ophthalmology referrals is a **redirection service** delivered by Optometrists, who are best placed to understand the scope of what can be delivered under the GOS contract and via locally commissioned extended primary care services, with consultant oversight.

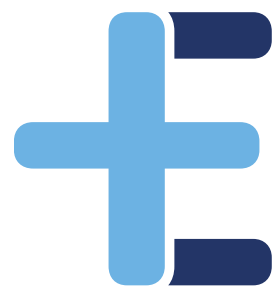
Impact and Benefits

For the patient

- . Access to appropriate eye care in local service
- . Early diagnosis and direction to appropriate service
- . Less travel time, time off work and related costs (for patients or their carers)



Triage Outcome	Q1	Q2	Q3	Q4	Total
Acute Ophthalmology - Routine	1063	1228	881	977	3172
Acute Ophthalmology - Urgent	100	88	133	92	321
Directed back to GP	5	2	0	0	7
Directed back to Optometrist	2	1	0	0	3
Seen under community commissioned service	93	164	158	172	415
Referral information incomplete	12	24	41	41	77
TOTAL	1275	1507	1213	1282	3995



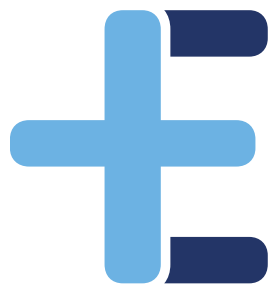
Glaucoma Repeat Readings Service (GRRS)

commissioned in North & Mid and Southwest Hampshire, Southampton, and Isle of Wight.



Glaucoma Repeat Readings Service (GRRS)

- **Glaucoma Repeat Readings Service (GRR)**
 - To reduce referrals by Optometrists to secondary care for raised pressures or suspect visual fields.
 - All repeat tests completed within 4 weeks
- **WOPEC Level 1 glaucoma certificate required**
- Expectation that all practices participating in enhanced services deliver this service
- The service deflected 73% of patients to date from the HES.



Practice Fees

- **1st IOP repeat £15**
- **2nd IOP repeat £15**
- **Visual Field Repeat £25**

- **Outside referral (redirected from a non-participating practice) £57**



Glaucoma Enhanced Referral Service (GERS)

commissioned in North & Mid and Southwest Hampshire, Southampton, and Isle of Wight.



Glaucoma Enhanced Referral Service (GERS)

- For any patient displaying glaucomatous signs, not just IOPs >23mmHg or suspicious fields - includes disc anomalies and anterior segment signs.
- Requires anterior segment check, dilated disc assessment, contact tonometry, threshold visual field testing and includes mandatory OCT.

WOPEC Glaucoma Level 1 and 2 (OSCE) needed + local accreditation

OR

Professional Certificate in Glaucoma (or Higher/Diploma)



Outcomes

REFER to Hospital Eye Service for diagnosis and management, if:

- IOP 24mmHg or more (consider urgency if IOP 32mmHg or more)
- Glaucomatous type visual field defect confirmed
- Damage / suspicious Optic Nerve Head
- Narrow anterior chamber angle – primary angle closure suspected

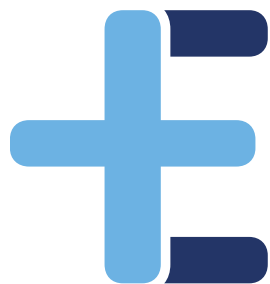
DISCHARGE

If the suspicious findings are not repeatable, discharge and advise to continue regular visits to their primary eye care professional, ideally with written outcome of assessment to referring optometrist or given to patient to give to usual optometrist.



Highlights

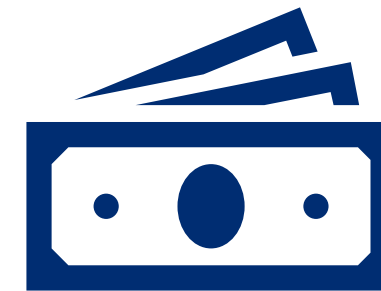
- Two successful CPD accredited events (November 2022 & March 2023) were hosted by PES and Hampshire LOC with guest speaker: Mr Nish Srikantha presenting: Surgical Management of Glaucoma.
- These events were held as a form of local accreditation for those who wish to provide this service. It is a requirement of the service that the optometrist must either have a Professional Certificate in Glaucoma or Glaucoma WOPEC level 1 and 2 along with local accreditation to provide this service to their patients.
- A total of 72 attendees were present.



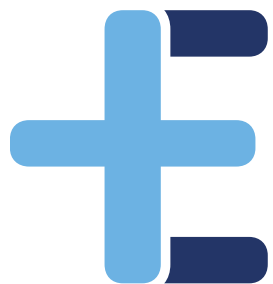
Practice Fee



**Glaucoma Enhanced
Referral Service**



£84.00 per episode



Glaucoma Monitoring (GM)

commissioned in North & Mid and Southwest Hampshire, Southampton, and Isle of Wight.



Glaucoma/OHT Monitoring (GM)

Service Live in January 2023 in conjunction with University Hospital Southampton.

WOPEC Glaucoma Level 1 and 2 (OSCE) needed OR Professional Certificate in Glaucoma (or Higher/Diploma)

Patient's suitable for the Service:

- Ocular hypertension (OHT)
- Suspected open angle glaucoma
- Early or moderate* primary open angle glaucoma in the worse eye
- Bilateral pseudophakia and a primary diagnosis of early or moderate* primary angle closure glaucoma in the worse eye

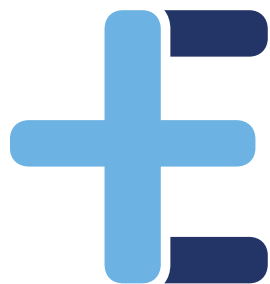


Virtual Review

- Within this service patients have their care transferred into a shared care services with hospital clinical oversight or a PES glaucoma practitioner via virtual review.
- The clinical decision making for this patient group sits outside the Optical practice.

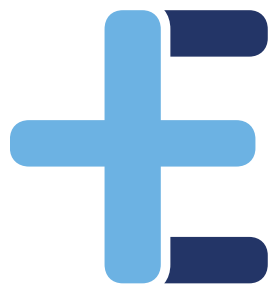
Examples of where this service is currently running:

- **Glaucoma monitoring service (hospital review)**
Current glaucoma monitoring services are Southend FT, East Suffolk & Essex FT West Hampshire ICB, Manchester (PEGS)
- **Glaucoma monitoring service (PES virtual review)**
Current glaucoma monitoring services (PES virtual review), are Mid Cheshire (Leighton Hospital) and Hampshire (UHS)



Challenges

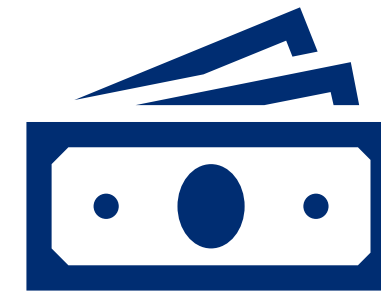
- Capacity!
- Direct support and onboarding advice has been provided and will continue
- Agreed set number of patients are discharged every month from the service and so we have been working with practices to optimise their clinics



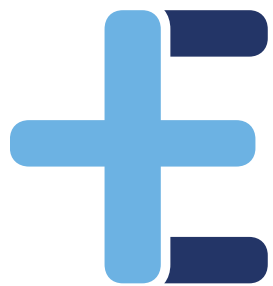
Practice Fee



Glaucoma Monitoring



£75.00 per episode



How do I get involved?



OPERA/ Service accreditation

OPERA IT Platform

Onboarding/Registration Requirements for Practices and Practitioners

The following documents will need to be uploaded to the OPERA platform as evidence that Practices and Practitioners are compliant with NHS requirements.

All documents will be required in pdf format.

Please note that many documents are a Mandatory Requirement and you will be unable to complete the OPERA registration process without uploading the relevant documentation.

Mandatory Practice Documentation

Document required	Terms
QiQ GOS Contract Checklist	Must have been completed within the last 3 years
QiQ NHS Standard Contract Checklist	Must have been completed within the last 3 years
DSPT Toolkit	Must have been completed within the last 12 months
Completed QiQ Infection Control Audit	Must have been completed within the last 3 years

Practitioner Documentation

Document required	Requirement level
Safeguarding Level 2 Adults Certificate (must have been completed within last 3 years)	Mandatory
Safeguarding Level 2 Children Certificate (must have been completed within last 3 years)	Mandatory
An enhanced DBS Certificate with adults and children barred lists and registered with the DBS update service	Mandatory
Appropriate WOPEC and other high qualification certificates ie WOPEC Low Vision; WOPEC MECS; WOPEC Cataract; WOPEC Glaucoma Level1; WOPEC Glaucoma Level 2; College Prof Cert Glaucoma; College Higher Cert Glaucoma; College Diploma Glaucoma	Mandatory if you wish to deliver specific services

- Optical practices must hold a NHS GOS contract
- Practice & Practitioner accreditation is required
- Accreditation has to be completed before practitioners have access to OPERA and can provide services
- Practices & Practitioners certify that they will operate in accordance with PES policies

Help!

Queries about OPERA accreditation/ onboarding and using OPERA

- Help centre on OPERA <https://help.optom-referrals.org/>
Includes webinar recordings and video guides
- Ask through the blue help bubble on OPERA or email helpdesk & central team hello@referral.support

Clinical queries

- Rukaiya.anwar@primaryeyecare.co.uk

OPERA web sign-in page <https://app.optom-referrals.org/>



Thank You

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info@primaryeyecare.co.uk