**Northumberland, Tyne and Wear Local Optical Committee**

**Committee Meeting, 13.09.16, 6.30pm Waterfront4, Newburn Riverside NE15 8NY**

**Members present**:

Tony Marshall, Sylvia Bailey, Naomi Smith, Lesley Oglethorpe, Iain Armstrong, Mike Offord, Andy McGregor, Mike Offord. Gary McMullen, Sarah Townsend, Ian Hickson,Carole Thorpe

**Apologies:** Lisa Gibson**,**Stephanie Cairns.

**Minutes of previous meeting** 5.7.2016

Had been distributed and were accepted prop NS accepted LO.

Action points covered below

No matters arising other than those covered below.

**Chair Report:** Andy

* Capita- issues ongoing
* Domiciliary notification- LOCSU are in discussion with NHS England
* Decisions on second pairs – this is being handled locally

**Secretary Report:** Naomi

* LOCSU website: Some requests for the LOCSU website entry code from contractors/performers. I have restricted this to committee/PENE members only. In one case recently I accessed the documents that the performer wanted to look at within the restricted area. They were basically business cases for commissioning so inappropriate to be given out. I advised the performer of this and they accepted this.
* Drug bins – now should all be sorted. South Tyne change July. North Tyne change Aug. DOC’s not sent out just yet until payment confirmation received. I have now closed the previous contract with FCC Environment. There is a remaining query on our account with them that I have refused to pay and they refuse to credit although they did issue a corrected invoice which has been paid. The outstanding amount remains but I doubt we will hear from them again.
* Glaucoma week – a night out was organised to discuss this – 1st week in August. I was on annual leave so couldn’t attend. I think it was cancelled. But no further reporting/contact from the RVI which is very disappointing.
* Fastmail – many thanks to Ian for sorting out the fastmail spam.
* Capita – Still some queries coming through but generally it seems to be an improving situation – touch wood. I am assisting where required and hassling Janet Knox to get things sorted in a timely manner.
* Complaint regarding a contractor performing “non scheme” school child screening. This was received via the Eyecare improvement group – this was from Mike Clarke at the RVI. I replied on behalf of the LOC and explained that this was under investigation by NHS England. NHS England contacted Mike and asked for further information.
* I replied to a requested by Lancashire LEHN asking for information on our child screening pathway. The data issued from us was agreed with Gill and Zoe.
* Secretary role. I will need to stand down in May as I have taken on another role within my personal life which will require significant amounts of my time for the next 6 years. I would still like to be involved in the LOC though. I would suggest that over the next few months I step back from dealing with what I currently do and “ship out” more jobs to other committee members. I do tend to deal with most things that come in at the moment just as I have the knowledge to be able to do that and its easier but... this is beyond a secretarial role.

Iain – pre-reg students problems getting GOC numbers and performers numbers through Capita. This is taking several months which is unacceptable.

Action. Andy and Iain separately to contact LOCSU

**Treasurer Report:** Lesley

* PENE refund of £6142.88 for payments to PENE for expenses etc
* Overpayment of levy – should have gone to Darlington £2730.86 – Janet Knox and Stacey Young have been informed of this error twice but as yet no response forthcoming. Darlington LOC has also been informed.
* LOCSU Request
* Details were requested from the LOC of %’s of levy payments to LOC and LOCSU – this was to be passed on to the payments agency to ensure accuracy of levy payments!
* They were informed 0.5% to each.
* I asked about ensuring the voluntary levy for Central Fund and EIS were distributed accordingly – this query was passed on to Richard Knight - no response as yet.
* Bank balance is healthy.
* Please ensure my correct email address is used treasurer@ntwloc.org.uk

**MECS:** Tony

* Flurry of activity after last meeting
* Kaye- ST showing interest she will keep plugging. We need to bear demographics in mind in order to proceed to commissioning and encourage practitioners to apply.
* Mike and Barbara- N/cle & Gateshead EH group would like a business plan. Zoe can provide this. No intent for this year but may consider in future.
* Tony has requested meeting with Lucy Clarke RVI but no response.
* MECS practical organised- first on Sun 9th Oct at Mike Offord’s practice, Kingston Park. 30 max. WOPEC have been very helpful, will provide assessors. Aim to run 3 possibly 4 sessions. 10 applicants so far (1day since notification). £120/head. Will review as necessary after first session.
* Some confusion re requirements of IP practitioners for MECS: they need to complete part 1 in order to be familiar with the scheme but are exempt part 2.

**IOP Scheme-update on uptake**

Andy – not much success over summer

Action- Andy to get up to date list and contact non-participants

Sarah-Zoe wants David Baker LOCSU to help encourage interest in scheme- to help practitioners who have come off or not expressed interest.

**Sub group vacancies**

Gary has handed in notice at RVI to take up a post in Middlesborough and set up a glaucoma service for optometrists. He feels this role could be conflicting with LOC subgroup role. When working with Mike Bearn he got no support from Zoe and was told this was a conflict of interest, so is less keen to continue. Committee feel it would be best if Gary would continue – we will call the role ‘glaucoma service’ and Gary will be rep.

Cataract: Kevin Gales has been asking about a service in the community- we need to direct him to Zoe

Children’s Service: No volunteer. All committee have roles- we need new blood. Iain knows 2 people who are interested. Will leave post vacant for now. Gill is not so pushed now scheme is set up.

**Rapid Specialist Opinion:**

A scheme has been rolled out in Durham using an outside agency to ‘refine’ referrals. No consultation with LOC. Similar to the NT Referral Refinement scheme.

Durham asked for info from NT practitioners so Naomi emailed all but no response.

Some patients have been told to go back to their optometrist for monitoring- the agency has little understanding of GOS.

Zoe wants us to give a formal complaint to Durham, she is concerned that optometrists do not know which patients are refused referral.

Sylvia explained the scheme has only been running for 12 months so feedback not yet fully known. Cataract referrals are a target for them. Sylvia has found with a few minutes further discussion around cataract referral some patients decide not to go ahead and so are deflected in the chair.

Action – Andy will formulate a reply to Durham

**Central Fund:**

Rep still needed for North region. Andy will put his name forward.

**Reports Community Service Leads**

PwLD, IOP, low vision, Children’s, Cataract no more to report. Naomi has stepped down as optometrist lead for the Diabetic scheme ST.

**Reports CCG Leads**

ST. Kaye: EHNA ST to be officially published imminently. Draft copies contain evidence in support of MECS commissioning but Zoe can’t quote this before official publication. Pharmacy ST are very supportive of MECS.

N/cle G/head: Mike has been to Eyecare Improvement Group meeting. Mike Clarke there. No interest in MECS without business plan.

No other reports

**PENE:** Sarah

Activity report App1.

Much quieter now with few niggles to sort.

IOPRR uptake low so we may lose it. GPs still refer raised IOPs to hospital rather than to optom on scheme.

Sarah would like to attend NOC in November and can use an LOC place.

Sarah will step down from PENE role March 2018 so we need an LC rep.

**LOC Forum/LLG**

Reports App 2.

Mike has been to local liaison meeting:

GPs in crisis- can’t recruit so practices are merging to keep afloat

Pharmacist Services NE being formed for local pharmacists to feed in. They run a minor ailments service.

Happy to continue to attend and keep our profile up.

**LEHN**

New chair appointed not yet announced.

**AOB**

* Andy reminded us National Eye Health Week next week . Kaye has her MP coming in to practice.
* Lesley- query re referral of patients at risk with narrow angles and no other glaucoma signs. Opinion varies. PI does not always help. If asymptomatic then educate and monitor additional factors- cataract.
* Iain – letter from GP who has had a complaint for secrecy! Iain sends typed referral letters which practice seem unable to process and suggest he attaches a GOS18!!
* Carole- Retiring from optics in December and so from committee at next AGM. Minutes secretary needed!

**DONM** Tuesday 15th November.

Summary Action Points.

* AM/IA contact LOCSU re pre-reg issue
* AM contact non-participants IOPRR
* AM formulate reply to Durham re RSO

**Appendix 1.PENE**

**Sarah**

Work as director for NT&W LOC, PENE e mail enquiries, Policy documents, Accounts, declarations etc.

Work communicating with Zoe Richmond, Jane Ranns, Steve Thomas.

Communication with John D/ Gill M CG & P Leads.

Email discussion with John d to discuss performance issues (IOPRR) and action required.

Meeting with Gill M to discuss report requirements to NECS plus service/ performance issues with module for CR-CS and first Optomanager KPI report.

Final reminders for QiO uploads plus information for two new practices signing up.

Communication with LOCSU/ John D wrt to QiO upload requirements/ clarification required.

Updating of lists to NECS (yet to do updating of DOS lists to 111)

Chasing MDS report from Optomanager to NECS – 3 months in a row there has been an issue with this. Hopefully this is now resolved.

Monitoring of issues with the launch of the children’s module – advice where required – again this work has been done by Gill M/ Nutan.

Invoices still being paid to PENE account instead of Webstar/ LOCSU account – Jane Ranns advises SBS aware of correct details but some North of Tyne CCG’s still using incorrect details. Hopefully this is now resolved ( I will be confirming this in a phone call early August with SBS).

Some outstanding invoices still require reconciliation to identify months/ CCG’s before transferring funds from PENE account to LOCSU account so Subcontractors can be paid.

E mails around the closing down of Optoclaim/ and transfer of claims to Optomanager with GM/ ZR and Webstar.

Optomanager approvals IOP/ MECS

Subcontractor sign ups – two new practices for IOPRR/ one new practice CR-CS

Discussion around the additional roles required for the LD pathway – ‘ Child exploitation Lead/Freedom to speak up guardian’ Jane Ranns is seeking clarity with LOCSU with respect to responsibility of the Lead picking up these positions before anyone is assigned.

Views on commissioning to Kevin Thompson – request via Naomi

Reports to NECS – KPI’s IOPRR/ CR-CS and lists and general summary (15 working days after end of quarter 21/7/16).

Reports from CG&P Lead IOPRR and CR-CS post board meeting discussion and editing to NECS (28/7/16).

Zoe request for information for other areas – FAQ/ example of communications with subcontractors plus KPI of Children service for Tees/ Durham area CCG meeting.

Practice query IOPRR – px referred by non-participating optom to GP / not to participating optom within practice for IOPRR. Protocol request to all subcontractors via CG&P Lead.

Service issue – px sent to A&E after IOPRR appt – decision to not report as serious incident will be discussed with David Charlesworth who is responsible for reporting in North East and Cumbria area of the NHS.

PENE Board meeting and meeting room costs July 2016 – invoiced to PENE.

**Appendix ? LOC Forum**

North East LOC Forum

Meeting Room 1, Old Exchange, Barnard Street, Darlington, DL3 7DR

Monday 18th July,3.30pm- 5.00pm

Chair: Richard Naisbit Note Taker: Naomi Smith

**Welcome:**

**Apologies:** Zoe Richmond, Angela Henderson, Jane Ranns,

**Present:** Richard Naisbitt, Naomi Smith, Julie Breen, Richard Mottershead, Andrew McGregor.

Chair of Cumbria is now Steve Baggot. Bruce Avery remains as secretary.

**Agree minutes of last Forum meeting**

**Matters arising / outstanding actions**

**Optical Lead report - ZR**

**DDT Children’s vison screening meeting,** to be held later this month,will look at a community service for children who fail screening.

Proposed pathway based on the service already delivered in NTW and soon to be offered in Cumbria

**NHS England Vanguard sites** – **New models of Care Programme, South Cumbria.** Mobilisation has been delayed until September but the launch event will go ahead as planned on the 20th July

**North Cumbria NHS England Success Regime.** Zoe and Bruce appointed to the Steering group. Work will begin within the task and finish group in Summer – looking at MECS; Glaucoma; AMD and Cataract pathway redesign

LOCSU have published their **breakthrough strategy** which has been widely supported by LOCs across the country. New Commissioning leads have been appointed along with Commissioning support officers

**David Barker** is the Commissioning support officer for the North. For now, David will provide support via Zoe but may be in touch with LOCs directly, especially in relation to underperforming commissioned community services.

**The Clinical council for Eye Health Commissioning** has very recently published a Primary Eyecare framework – a “must read” for LOC officers! This sits alongside the community ophthalmology framework already published

This is linked on the college website

**Watch this space for news on the new Sustainability and Transformation plans**

**LEHN Report -** see MiM any feedback for LEHN? No report as no meeting held.

Interviews are being held July 22nd. Andy McGregor has applied and has been offered an interview.

**LOC Update Reports (see appendix 1)**

Cumbria – no report submitted.

Durham LOC have been approached by the hospital as they are struggling with workload. Also need to build relationships as some schemes have not been aware of certain schemes. A post op cataract scheme will also be discussed.

Practice Liaison system introduced. The area has been split up into several areas and these have been split between the committee members. The committee members then contact the practices. Trying to get some engagement with contractors.

Tees LOC are pushing recommissioning of eye services. MECS particularly. LOC presented their own report to CCGs based on Webstar data. This has been given to the CCGs as supportive data. Neuroscience pathway now going to roll out further this will reflect the James Cook footprint. Looking at improving Low vision scheme. Webstar are looking into a new module.

NTWLOC pushing MECS for “workforce ready”. Stage 2 sessions will be set up. Looking into cataract schemes but RVI reluctant. Difficulties engaging people onto the committee. Looking at Durhams recent engagement with optoms. Glaucoma awareness week – RVI have been back in touch and now arranged a social evening to discuss the event.

**Agree date of next joint meeting with PENE** – provisional Jan 2017 @ Ramside. Items to be discussed to be prepared by LOCs for this meeing.

**AOB**

Petition to sign for PwLD which was in the house of lords last week. A discussion was held about this and the requirements of GOS1. Also the LOCSU pathway for these patients.

Next meeting - aligned to Liaison meeting October 17th 2016

Laura Christie SeeAbility to attend and discuss Durham pilot

Next joint PENE LOC Forum meeting – Jan 2017 (provisional)

Appendix 1:

LOC reports

|  |  |
| --- | --- |
| **LOC: NTWLOC** | **Contact information (officer names and emails addresses):** **Naomi Smith:** **secretary@ntwloc.org.uk****Andy McGregor: chair@ntwloc.org.uk** |
| **New Opportunity since last report:****None** |
| **Priority:****Cataract management schemes****MECS****Enrolling enthusiastic committee members** |
| ***Community contracts in place*** (include term of contract and contract end date) | IOPRRChildren’s screening |
| ***Services under negotiation:*** | None Currently |
| ***GOS*** | Major concerns continue over Captias performance. GOS stationary supplies appear to still be delayed. Payments continue to be incorrect.Complaints continue to be received regarding one contractor and their domiciliary services/use of NHS logo. |
| ***Useful info for other LOCs*** | Glaucoma awareness week stand was well accepted although feedback from RVI has been poor.MECS roll out for stage 1 has had a good uptake. Committee discussions over funding strategy for stage 2.IOP service uptake being looked into by LOC to improve participation. |
| ***What we need help with…..***From ZR or other LOCs | Recruiting new members/officers |
| Completed by: Naomi Smith Date: 02/07/2016 |

**LOC:**

**Tees Contact information (officer names and emails addresses):**

**Admin (Zoe O’Rourke) admin@teesloc.org.uk**

**Chair : chair@teesloc.org.uk /** **julie.saltburnlocum@gmail.com**

**New Opportunity since last report:**

**Service reviews**

**Priority:**

**Service reviews of existing services.**

**Push MECS commissioning.**

***Community contracts in place***

Cataract direct referral

IOP RR

Low vision

Direct referral into neuroscience for suspect brain tumour /TIA (under 60s)

***Services under negotiation:*** MECS early stages

***GOS***

Some practices have had GOS payments missed by Capita. It’s been very

difficult to resolve the issues, in some cases it has become a business

continuity issue.

The portal for ordering stationery has also proved impossible for some to

access as Capita had no record of the contractor existing. They are blaming

NHS England for not giving them complete data when they migrated is across.

***Useful info for other LOCs*** Angela.Pownall@capita.co.uk Local training manager for Capita in Darlington. Very useful local contact.

***What we need help with***… ***..***

From ZR or other LOCs

How many practices from other LOC areas have had payment / paperwork issues

Completed by: Julie Breen Date: 3.7.16

**LOC:**

**Durham Contact information (officer names and emails addresses):**

**Jane Ranns Chair – chair@durhamloc.co.uk**

**Robert Mottershead – durhamloc@fastmail.com**

**Karen Grundy –** **treasurer@durhamloc.co.uk**

**New Opportunity since last report:**

Upcoming meeting with CDDFT

consultant ophthalmologist and

administrative head of service to

build relations.

**Priority:**

Post Op cataract

MECATS North Durham and in the first

instance cross border

***Community contracts in place***

IOP Referral refinement and pre-Op Cataract, MECATS, LD Pilot

***Services under negotiation:***

Under discussion with North Durham CCG to provide adhoc funding for

the NTW children’s pathway for out of area children screened

***GOS*** Ongoing issues with Capita - registrations with the Portal/payments

***Useful info for other LOCs***

We have introduced a practice liaison system with the following aims:

better communicate to our local practices and improve the level of

input colleagues have to the LOC agenda and to raise our profile as

approachable practitioners.

***What we need help with…..***

From ZR or other LOCs

Furthering discussions with CDDFT regarding Post-Operative Cataract

Service, discussing MECATS in North Durham with CCG.

Completed by: Richard Naisbitt. Date: 11/07/2016

**Appendix? Local liaison meeting**

**Local Liaison Meeting – Optometry**

18 July 2016 – 14:00 – 15:30; MR 1, Old Exchange, Darlington;

Apologies – (J Ranns + Zoe Richmond)

Notes from last meeting

Capita issues – Janet Knox

Meeting tomorrow with Captia/NHS England to discuss the issues from optom/GP/pharmacy and this will go through the main issues.

Main issues arose as NHS England nationally gave the incorrect lists to Capita. The local team did not supply these lists. This will be looked into by KY at the meeting tomorrow.

Janet Knox raises any issues as a complaint if they cannot be corrected within 24hours. All payment issues will be then put through as a complaint. Contractors need to follow the protocol with using the urgent header. Complaints go to ophthalmic claims leader who then deals with these.

People must register on the portal and get a TP code. LOC to encourage contractors to check they can be logged on and have a TP code. Contractors maybe not registered with Captia due to the incorrect lists. NHS England to feedback to us before sending out info for contractors.

Forms need to go to Lingfield point address now. PO Box address.

NHS England (CNE) update – Meeting expected with David Brown soon. To discuss eye health policy booklet and GOS assurance. At this meeting we need a strategy between local and national teams. Will refer to pharmacy model. A formal group would give more weight moving forward. Two new assistant medical directors.

GOS assurance – update. Last cycle all closed.

New cycle has now started. QiO templates now pushed back. Submissions required 1st Jan – 28th Feb. New document should be more interactive and will be out via Captia portal. New templates are due to changes to be able to manipulate the documents and information. Due to this delay visits will probably not occur again until April 2017. Agreement from assurance group is to wait until April 17 for visits. But to consider the contractors that fit the concern indicators within this period and possibly do some visits. They have highlighted 3 contractors who they will visit before Oct 16.

9 GOS contractors have been highlighted for visits. They will visit 3 of these.

Remind contractors:

Update policies and procedures annually.

Record audits.

LOC local issues

NHS Network updates – Resources to promote children’s eye health

Any Other Business

NHS identity are making some changes to the NHS logo. Need to know the plans for the changes. And implications to contractors. LOCSU will be involved in this process.

NHS England have drafted a letter for complaint returns from Optom

MIAA – NHS England have a teleconference with MIAA so that NHS England can get an update.

Care homes- letter done to NHS England and sent out to care homes.

Date, Time & Venue of Next Meeting

Monday 17 October 2016 - 14.00 to 15.30, Darlington

Future meeting times:

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| Monday 16 January 2017 - 14.00 to 15.30 | Meeting Room 1, Old Exchange, Barnard Street, Darlington, DL3 7DR |