



Sub-Contractor Newsletter

Primary Eyecare North East

February 2018

Newsletters should be made available to all practice staff (not just clinical staff) including locums. Copies of old newsletters can be obtained from your LOC.

NHS Numbers

Include NHS numbers, when available on Optomanager.

Jane Ranns stands down as Director. We would like to thank her for all of her support and commitment to helping PENE run Community Services over the past 4 years.

Information Governance

SENSITIVE INFORMATION AND PATIENT IDENTIFIABLE DATA SHOULD ONLY BE SHARED BETWEEN NHS .NET EMAIL ACCOUNTS.

Please ensure you do not share any sensitive information (such as patient's names) via other email. If you wish to contact the CGPL regarding a specific patient please use the Optomanager patient reference number in communications.

IMPORTANT- SERVICE ISSUE IDENTIFIED

Issues with the sending and receiving of automated faxes from Optomanager to GP surgeries have been identified. This can result in patients not being referred for their cataract surgery. Please can all practices check that GP surgeries have received the fax referrals from Optomanager for their patients 5 working days (one week) after the Optomanager patient episode is signed off. This time frame will allow for multiple attempts for the system to send the fax as well as giving the GP surgery time to scan the referral into their system.

PENE are working with the CCGs and Webstar Health to switch the referrals to automated NHS.net email referrals which will be much more reliable.



IOP threshold change to 24mmHg

To fall in line with new NICE Guidelines

Patients should only enter the service if IOP is greater than or equal to 24mmHg. Referrals should only be made under the same criteria.

Please see the LOC letter on how to override the Optomanager system to manage patients appropriately until formal module changes are made.



Patient Satisfaction Questionnaires are Important

Please promote the patient satisfaction questionnaires across all PENE services. The information collected is really important. For understanding service performance and proves to commissioners the great job you are doing.



NTW CHILDREN'S SERVICE PROVIDERS –

UPLOAD TRAINING CERTIFICATES BY 30th APRIL 2018.

Please complete WOPEC Children's module and DOCET safeguarding certificate and upload onto optomanager. Please contact the LOC should you require codes to complete the training.

Durham Children's Service

Screening teams will be out in Durham schools shortly after February half term. Please ensure you are ready to offer these patients appointments. The screeners will then go back into schools periodically to see children missed until the end of the summer term.

MECATS Service

Triage times

Please ensure that patients are triaged within the required time frame, and that the patient is logged on Optomanager at the time of triage.

Patient satisfaction questionnaires - Thank you to all who have responded to our plea for patient satisfaction questionnaires for MECATS! The data being gathered shows you are doing a great job!

BUT

There are still some practices who haven't registered a single response on Optomanager. The CGPL team will be in touch if you continue to be on this list.

OHT Monitoring - The service encompasses patients with a GP within the DDES, Darlington, North Durham CCG footprints.

PENE have recently been awarded a contract for the monitoring of patients with untreated and stable ocular hypertension and suspected glaucoma.

Patients have been selected by and discharged from CDDFT to community optometrists. These optometrists have gained the required WOPEC practical skills assessment and signed up for the service.

Patients will attend their chosen participating optical practice with an 'invitation to register letter' from PENE explaining that they need to register for an OHT or suspect glaucoma monitoring appointment. This appointment is separate to their GOS sight test and therefore a full eye examination will not be provided.

The practice chosen for OHT/glaucoma suspect monitoring may be with a different practice to their normal optician.

If a patient presents to a non-participating practice with an invitation letter for OHT/glaucoma suspect monitoring we would expect that the practice would facilitate the redirection to one of the participating practices (a list will be circulated) so that the patient's condition can be monitored within the service.

If there are any other practitioners who have not responded and would like to participate please contact secretary@durhamloc.co.uk for further information.

Durham Community Service for People with Learning Disabilities

A new Webstar module is in development, with the function to collect details from patient satisfaction surveys, similar to the other modules. If you provide this community service please start to collect survey data and have patients and carers return the completed surveys to your practice for future upload onto Optomanager once the new module is available.

Please begin with immediate effect and hold forms on file until they can be uploaded.

Remember non-participating practices can direct people with LD (aged 14 or above), who live in North Durham and DDES into the service.

Please ensure you promote the value of the survey to the patient and the carer as the CCG's are keen to have this information reported and it often adds value to the service.