

24th May 2019

Dear Colleague

Re: Communication Update: Community Ophthalmology Service- 'Community Health & Eye Care Ltd (CHEC) '- Children Referrals

HVCCG commissioned community ophthalmology service **Community Health & Eye Care Ltd** commenced on 7th Jan 2019. The service is provided in all four localities and the CCG are continuing to work closely with the provider. Please see below an update regarding some changes to the community ophthalmology service CHEC.

Change in Children's Referrals to the service

Currently all ophthalmology referrals (both children and adults) are being made directly to CHEC, excluding 2WW or same day emergency clinic referrals via the CHEC login portal.

Unfortunately, CHEC have had some issues with children's referrals that were forwarded onto acute providers. There has been missing information attached to the referrals, which in some cases, may not have been attached by the initiating referrer in the first place. This has led to hospital appointments being cancelled and numerous queries raised by concerned patients and their chosen provider. CHEC were not originally commissioned to provide this service and are no longer able to manage referrals for children therefore **All Optometrists are requested to send Children referrals (under 16 years) via the patient's GP practice from the 1st June 2019.** Referrals for Adults will still need to be made directly, via the CHEC login portal.

Please note that some GP practices have informed that they are still receiving Optometry referrals for Adults. Adult referrals **should not** be sent via the patient's GP practice as this will cause unnecessary delay to the patient's care. All Optometry practices are expected to be compliant with direct referral to the community service CHEC or the GP practice will reject the referral back to the Optometrist.

If you do not have a CHEC login, please contact them on Chec.herts@nhs.net to be set up. This will enable referrals from your practice to be made directly via their portal, with a receipt to confirm that your referral has been received.

Premises: Change in Clinic Site for Hertsmere

CHEC are providing services from Theobald Medical Practice in Hertsmere. Due to poor uptake of this location, it is no longer viable for the service. Services will now operate from The Red House Surgery (The Red House Surgery, 124 Watling Street, Radlett, WD7 7JQ) from 4th July 2019. Any patient received by CHEC following the last clinic at Theobald will be booked in at The Red House Practice. CHEC are exploring new sites that are convenient to patients and if suitable, these will be made available to patients in the near future.

List of GP Practices in Herts Valleys CCG

Some requests have been received regarding a list of GP practices in Herts Valleys CCG area. Please see attached a list with this circulation.

Further updates on the new community ophthalmology service will be provided on an ongoing basis until the service has been completely embedded. For any further information or queries, please contact Aparna Garg, Commissioning Project Manager on aparna.garg1@nhs.net

Yours sincerely,



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CC-Sarah Camplin, Senior Commissioning Manager, NHS Herts Valleys CCG