



LOCSU Business Plan 2009/10

Working with LOCs/ROCs to deliver excellence in local services

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Objectives

1. LOCSU provides the interface between the national representative bodies and LOCs/ROCs.
 2. In 2009-10 LOCSU will fulfil this function through five interrelated programmes supporting LOCs/ROCs in:
 - uniting the optical sector at local level
 - speaking with a national voice at local level
 - expanding eye care services in the community
 - providing excellence in representing eye care locally
 - making efficient use of resources for maximum benefit .
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1. Uniting the Optical Sector

LOCSU will

- respond to LOC/ROC requests and queries within 24 working hours – on-going
- produce four “best practice” bulletins and newsletters- quarterly
- carry out and feedback regular fees surveys (e.g. for enhanced services, clinical governance, etc) – October 2009 and April 2010
- make the National Optometric Conference the premier event for optical negotiators at all levels of the professions - including services, fees, politics, expansion of eye care and the promotion of eye health and clinical matters – November 2009
- seek to develop closer working with the Central (LOC) Fund for the good of the professions – on-going
- establish an affiliates programme to unite LOC/ROC support workers nationwide – by September 2009
- ensure LOCs’/ROCs’ issues, problems and views are fed into the new joint National Committees for action – on-going
- improve the LOCSU website better to support LOCs/ROCs – by July 2009
- strengthen LOCSU support in Wales – by November 2009
- provide additional regional-level support through existing board/stakeholder members if necessary – from June 2009.

2. Speaking with one voice at national and local level

LOCSU will

- produce confidential “hot briefs” for LOCs/ROCs on major national issues – including action and lines-to-take – as required and as new issues and positions develop
- issue briefings on national opportunities to be seized and elephant traps to avoid - as necessary
- provide advance notice to LOCs/ROCs of national eye health lobbying and communications opportunities including National Eye Week, Glaucoma Awareness Day, and local opportunities – ideally five and at least three months in advance
- provide timely briefings on major consultations with suggested responses (e.g. on revalidation, continuing professional development, clinical governance) – at least 10 days before closure dates
- provide LOCs/ROCs with “core presentations” for promotional purposes locally e.g. with Practice based Commissioning (PbC) groups and local Visual Impairment groups on: the role of LOCs, the enhanced services package including the PEARS, cataract referral and post operative pathway and glaucoma referral refinement (GRR) pathways – by May 2009.

3. Expanding Eye Care Service in the Community

LOCSU will

- alert LOCs/ROCs to all local tendering opportunities – on-going
- provide regular intelligence reports – on-going
- establish accessible national baseline of enhanced services contracts in operation and development – by November 2009
- agree targets for further expansion if LOCs/ROCs wish
- provide hands-on support to LOCs/ROCs in developing tender documents, contracts and winning services - 10 service pathways already in active progress with PbC groups; target 10 more by April 2010.
- complete already highly-regarded clinical pathways programme – pathways already in place for pre and post op cataract, PEARS and GRR. New pathways in planning for low vision and cyclo refraction for children
- upgrade the National Eye Health Epidemiological Model (NEHEM) in the light of first six months experience – by October 2009
- with national representative bodies, agree national model contract for enhanced services with NHS Primary Care Contracting – by November 2009

- test the Enhanced Services Project model for compliance with new national contract and other relevant national standards – by March 2010
- market test the Enhanced Services Project with PCTs and commissioners – by March 2010
- roll out the Enhanced Services Project for 2010 – from April 2010.

4. Excellence in Local Representation

LOCSU will

- provide regular induction training for all new LOC/ROC Chairs and members – twice a year
- provide regular training courses on basic negotiating skills and tactics – twice a year
- support LOCs/ROCs in local lobbying as part of the UK Vision Strategy /general election campaign – June 2009-June 2010
- support LOCs/ROCs with advice on lobbying local councils' overview and scrutiny committees about eye health ensuring that action is co-ordinated and fits local government/NHS planning timetables – from autumn 2009
- implement a national LOC/ROC self-assessment bench-marking programme – by July 2009
- provide bespoke support to LOCs/ROCs struggling with benchmarks – from September onwards
- update guidance on LOC/ROC business plans and other guidance on LOC/ROC administration issues as requested – on-going and as requested.

5. LOCSU management

LOCSU will

- manage LOC/ROC contributions effectively on behalf of the sector – on-going
- produce a costed business plan, annual report and report on progress at AGM at NOC – April and November 2009
- develop business plan 2010-11 on basis of feedback at AGM – February 2010
- ensure cost-effective levy collection to minimise costs – June 2009
- actively seek efficiencies and cost reductions – March 2009
- review company structure to reduce costs – September 2009
- ensure staff roles are fully aligned with business plan – April-July 2009.

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