

## **‘A Clearer View’ - Ophthalmology Services for North East Lincolnshire**

### **‘You Said – We Did’ 2018/9 update**

Between October and December 2017 the North and North East Lincolnshire CCG’s carried engagement called ‘A Clearer View’ to identify patients’ and stakeholders’ priorities for ophthalmology services. This was in order to inform plans for Clinical Assessment and Treatment (CAT) Services and the inpatient hospital based (HES) eye services.

Since the engagement took place the CCG’s have continued to work with the current provider of the service – Northern Lincolnshire and Goole NHS Foundation Trust (NLaG) to improve quality and efficiency in order to meet the needs of the local patients.

A Ophthalmology Transformation board consisting of clinicians, commissioners, nursing and administrative staff and patient representation was set up by NLaG. The board developed an action plan taking into account findings from the Clearer View engagement report and research carried out by local Healthwatch with patients.

The full engagement findings [report](#) is published on the CCG website

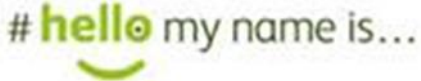
We have since spoken to patients at CCG [public meetings](#) in 2018 and provided updates on progress in the Accord [newsletter](#).

This document aims to show how the views, experiences and priorities that our patients and the public shared with us are being taken forward by the CCG in 2019; as we join with our neighbouring CCG in North Lincolnshire to procure a Community Ophthalmology service and continue to push for improvement at the hospital trust.

We are currently finalising a service specification for Ophthalmology services and have included the feedback from patients as part of this, as shown in the table below.

<p><b>You Said... about where you have your eye appointments</b></p>	<p><b>We Did</b></p>	
<p>The facility where the appointment takes place must be suitable and have all the equipment required for that appointment.</p>	<p>This requirement has been included in the service specification</p>	<p>✓</p>
<p>The facility where appointments take place must be accessible and easy to get around with good parking and public transport links</p>	<p>This requirement has been included in the service specification</p>	<p>✓</p>
<p>Waiting room facilities must be large enough for the numbers of patients waiting and accessible for wheelchair users and people with mobility and visual impairments</p>	<p>This requirement has been included in the service specification</p>	<p>✓</p>
<p><b>You Said...about making your eye appointments</b></p>	<p><b>We Did</b></p>	
<p>The clinic should provide a choice of appointment times to meet patient and/or carers needs and circumstances</p>	<p>This requirement has been included in the service specification</p>	<p>✓</p>

<p>The clinic should provide relevant information to patients before the appointment so they can plan the visit e.g</p> <ul style="list-style-type: none"> <li>• Likely length of time they will be at the clinic</li> <li>• Any procedures/tests which may be carried out</li> <li>• If the patient will be able to drive afterwards or needs to make other arrangements</li> </ul>	<p>These requirements have been included in the service specification ✓</p> <p>The length of the appointment is also stated on the hospital letter</p>
<p>Patients must be able to contact the service easily to change, cancel or make enquiries</p>	<p>These details are now included in the initial patient letter ✓</p>
<p>Ensure patients are aware of patient transport services and eligibility criteria for carers and the patient transport reimbursement scheme when being given an appointment</p>	<p>These requirements have been included in the service specification ✓</p>
<p><b>You Said... about attending the appointment</b></p>	<p><b>We Did</b></p>
<p>Communications with patients before, during and after the appointment <b>must</b> be accessible and meet their needs e.g</p> <ul style="list-style-type: none"> <li>• Appointment letters in large print and 'easy read'</li> <li>• Verbal as well as signage at the clinic about any delays</li> <li>• Information provided at the appointment (about follow up care/managing a diagnosed condition) must be in accessible formats</li> </ul>	<p>These requirements have been included in the service specification ✓</p>
<p>Patients to be kept informed throughout their visit about what to expect:</p> <ul style="list-style-type: none"> <li>• Estimated waiting time on arrival</li> </ul>	<p>Information boards at the clinic do now display this and are updated ✓</p>

<ul style="list-style-type: none"> <li>If there are delays, why and for how long</li> </ul>	
<p>Patients must have confidence in the skills of staff providing their care</p> <ul style="list-style-type: none"> <li>Staff should introduce themselves to patients and explain their role</li> </ul>	 <p>Staff to introduce themselves</p>
<p>The service must identify and take into account the specific needs of patients who are also <b>carers</b>. Especially when services are not running on time as this not only disrupts the patient but also the person they care for and the respite care arrangements.</p>	<p>These requirements have been included in the service specification ✓</p>
<p>The clinic is fully prepared for the appointment with all the patients notes and any test results on hand</p>	<p>The Action plan at the hospital trust includes improving administrative processes so this does happen as it is part of standard practice. There will be the same standard applied to other ophthalmology services commissioned locally. ✓</p>
<p>Consultations and tests should be co-ordinated so that appointments are no longer than necessary.</p>	<p>This requirement has been included in the service specification ✓</p>
<p>Patients are listened to and involved in decisions about their care</p>	<p>A patient's right to be involved in decision about their care is enshrined in the NHS constitution and written into the standard NHS contract</p>

<p>At the appointment patients are provided with information about their care (diagnosis/treatment/medication) in a way that is easy to understand.</p>	<p>This requirement has been included in the service specification ✓</p>
<p><b>You Said...about after the appointment</b></p>	<p><b>What we are doing about it</b></p>
<p>Support must be available for patients when receiving a diagnosis of a sight condition:</p> <ul style="list-style-type: none"> <li>• Emotional support to come to terms with diagnosis</li> <li>• Good information about the condition to take away and digest</li> </ul>	<p>These requirements have been included in the service specification ✓</p>
<p>Patients leave their appointment with a clear understanding of</p> <ul style="list-style-type: none"> <li>• what to do if they have any follow up questions, or</li> <li>• feel their condition is getting worse’;</li> <li>• who is responsible for making any further follow up appointments;</li> <li>• any written follow-up they and/or their GP will be receiving from the clinic</li> </ul>	<p>These requirements have been included in the service specification ✓</p>
<p><b>Your ideas... to improve current services</b></p>	<p><b>What we are doing about it</b></p>
<p>Appointments could be provided in the community using satellite clinics or mobile units including utilising GP surgeries which do not open all week.</p>	<p>These requirements have been included in the service specification ✓</p>
<p>Could follow-up checks be less frequent where the patients’ condition is stable, and take place in the community rather than</p>	<p>Frequency is determined by patient need. Service specification includes clinics where practical and appropriate to do so. How about...</p>

hospital sites – opticians or GP centre?	How often a patient needs to be seen depends very much on their care needs and circumstances. Some appointments are delivered in the community (dependent upon provider) and the hospital service is exploring this option.
There should be training for nurses/reception staff to understand the access needs of patients with visual impairments visiting the clinics	Included in the service specification is the requirement for staff to be trained and fully understand the access needs of patients visiting clinics? ✓
<b>You Said...about planning future services</b>	<b>What we are doing about it</b>
When considering plans for specialist inpatient eye care at regional centres the transport needs of the patients and carers is important. There should be: <ul style="list-style-type: none"> <li>• Support to arrange travel to minimise stress to patient/carer</li> <li>• Access to Patient transport services</li> <li>• Assistance with travel costs</li> </ul>	There are no current plans to move ophthalmology services to regional centres but transport would be considered.
When planning services in the community careful consideration must be given to the location to ensure it is accessible for patients	These requirements have been included in the service specification ✓