

# Eye Care and Eye Health Newsletter

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## **Welcome to the Eye Health Team newsletter from the NHS England (South East) Ophthalmic Contracting Team.**

We aim to bring you information, contractual reminders and the latest national and regional news about NHS eye health.

### **Important information regarding changes to data control guidelines**

Do you collect access or use information about patients, staff or other individuals? If so, new data protection legislation will affect you and your role.

Data control guidelines are changing from 25 May 2018 and this will have implications affecting your data control policies and patient record keeping. There are new elements and significant enhancements to the current Data Protection Act, so you will have to do some things for the first time and some things differently.

The General Data Protection Regulation (GDPR) places greater emphasis on the documentation that data controllers must keep to demonstrate their accountability.

Please ensure that the relevant people in your organisation are aware that the law is changing and that they need to appreciate the impact this is likely to have and review all current policies and procedures. More information can be found at:

<https://nhsengland.sharepoint.com/Knowledge/News/Pages/GDPR-040917.aspx>

and

<https://nhsengland.sharepoint.com/TeamCentre/PatientsandInformation/IntelligenceStrategy/Pages/General-Data-Protection-Regulations.aspx> and <https://ico.org.uk/>

A useful [checklist](#) highlights 12 steps you can take now to prepare for the GDPR that will apply from 25 May and this useful [guide](#) will help you get ready.

The contracting team will be checking that the new guidelines are being adhered to during contract monitoring assurance visits and visits for all new applications and contract variations.

## **Update on Continuing Education and Training Claims (CET)**

PCSE is continuing to process last year's CET claims. If you still haven't received your payment please contact them. Whilst they had aimed to process all claims in November for payment in December, unfortunately there are still some claims to be processed. PCSE's dedicated teams are working through the remainder as quickly as possible and by the time you read this newsletter, you should have received your payment. As each claim is logged, contractors will receive a unique case reference number acknowledging receipt of their claim, ahead of the payment being processed. The acknowledgment will be sent to the email address that the contractor has registered with PCSE.

## **Contacting PCSE**

In response to feedback from practices and practitioners, PCSE has introduced a new, simple online form for all ophthalmic payment administration and queries.

Please go to the 'Contact us' page of the PCSE website at

<https://pcse.england.nhs.uk/contact-us/> to submit your request using the enquiries form. Alternatively you can call them or email – see attached contact sheet.

## Use of NHS Identity

Whilst ophthalmic contractors are not contractually required to use the NHS Identity, they are encouraged to do so to raise awareness of the NHS services they provide and to signpost patients and the public to them. There are strict guidelines around the use of the NHS logo, and wording that can be used both in practice premises and associated advertising materials, including social media advertising.

For more information please refer to the NHS Logo guidelines

<https://www.england.nhs.uk/nhsidentity/identity-guidelines/primary-care-logo/>

## Relocation of premises/adding new premises to your contract/terminating contract?

Applications to vary your contract to move to a new premise or add an additional practice must be made with at least 3 months' notice. Please remember that Mandatory Contracts are specific to the address in the contract, you cannot provide GOS from any other address unless and until it is included in your contract. In the first instance, please email us with your intention and we will get back to you.

Should you wish to terminate your contract, due to closure or sale of a practice for example, you will need to provide notice of your intent to terminate your existing contract. The contract will terminate on a date 3 months after the date on which the notice is served. In the case of a new contract application being made at the same premise(s), we operate a flexible approach to allow for minimum disruption to services between the outgoing contractor and the incoming contractor. However new application visits cannot take place until the applicant has taken legal ownership of a practice and notice of termination of contract has been received from the outgoing contractor.

For any contractual changes, please email us in the first instance and we will send you the appropriate forms.

## Local Eye Health Networks

The Local Eye Health Networks (LEHNs) are hosted and supported by NHS England South (South East). This is a great opportunity to influence delivery of NHS eye health services across the whole eye health pathway including primary care, hospital

and community care, in and out of hours. There are two LEHNs working across the South East area, one for Surrey and Sussex and one for Kent and Medway, both meet quarterly.

## Update from the Surrey and Sussex LEHN

The next meeting will be held on 22 February – update in next newsletter. The group continues to progress in terms of engaging with STP leads to achieve a collaborative approach to local service planning and working with GPs, LOCs, LOCSU, acute EDs and CCGs to promote and give clinical support & training for enhanced services such as MECs, cataract and glaucoma pathways.

Following new NICE guidance on cataract referral and assessment several CCGs are now looking at commissioning community post op cataract schemes, which have already been evidenced, as successful both locally and nationally.

East Sussex LOC is working with CCGs to promote a universal service specification for repeat IOP measures to triage OHT referrals – new guidance has raised IOP reading to 24 mmHg as needing repeating.

New NICE guidance on AMD was released 23.01.18 – relaxed advice was given to GPs regarding Avastin (off licence) and suggest treatments given earlier before falling to 6/12 vision could be cost effective in longer term.

## Update from Kent and Medway LEHN

The last meeting was held on 15th November and the following key items were discussed:

**Children's school screening** - historically in East Kent, children received a pre-school eye test by an orthoptist and then by in school performed by the school nurse, in West Kent there was no screening at all. In Medway an orthoptist went into schools in Medway and Swale. An agreement with Kent County Council (KCC) has resulted in universal screening in Kent; Medway is still separate for now.

**LOCSU pathways review** - highlighted that needs are essentially being met, however a significant improvement is needed for people with learning disabilities.

There is work with the optometric practices across the patch on Minor Eye Conditions (MECS) scheme which replaced the PECs scheme, there is also the provision starting on the second parts of the MECS.

**Primary Eye Care Kent and Medway contracted services** - work is being achieved on the stable glaucoma monitoring scheme which is hoped will keep patients out of hospital waiting lists. A post cataracts review is the next workstream.

There is work with the optometric practices across the patch on Minor Eye Conditions (MECS) scheme which replaced the PECs scheme, there is also the provision starting on the second parts of the MECS.

**Learning disabilities** – a sub group looked at how eye care services could be delivered to people in Kent who have learning disabilities. Currently there is no additional provision for this vulnerable group; Optometrists would be in breach of their contracts if they choose not to see these patients who might require extended appointment times.

The sub group is waiting for a meeting at national level to learn of NHS England's intention of how to proceed with eye health and people with learning disabilities.

**If you are interested in contributing** to either of the local eye health networks, to be added to the list of network members or to arrange to attend the next meeting, please contact Gemma Michael (Business Support Officer for the Local Professional Networks and Managed Clinical Networks) - [gemma.michael@nhs.net](mailto:gemma.michael@nhs.net)

## National Update from NHS England

PCSE is working on the development of an electronic solution for the submission of GOS forms. The intention is for the new forms to be scannable and information automatically lifted from them. NHS England will be contacting all contractors shortly by email with news of the next steps.

NHS England's optometry commissioning team's priorities for 2018 are:

- Looking at eye care for adults and children with learning Disabilities - a subgroup has been established to review whether there is a case for including a separate GOS service for children and adults with learning disabilities. 50%

of adults with LD are not accessing sight tests and 40% school age children have no interaction with eye care professionals.

- Public Health England (PHE) has identified the need for more consistency in reporting on eye health outcomes in order to review and respond. It has been suggested there is a need for an Eye Health Quality Review board at STP level.
- PHE have recently delivered Child Vision Screening guidance to standardise commissioning.
- GOC is undertaking a review of education & training for optometry 2017-2020 and held a consultation on enhanced services and extended roles in December 2017.
- Supporting local teams with the post payment verification process.
- Working with NHS Counter Fraud to reduce optical fraud.

## Whistleblowing in the NHS

NHS England has published a whistleblowing policy specifically for primary care in response to Sir Robert Francis' Freedom to Speak Up, and his recommendation to review primary care separately, following a report into issues on healthcare staff in small teams. If any staff member in an optical team feels that they cannot raise concerns within their work place they can raise them with NHS England.

For more information please see guidance on the NHS England website:

<https://www.england.nhs.uk/2016/11/support-whistleblowers-pc/>

This may answer some of the questions you may have before the need to escalate to us. It also contains a model policy that any contractor can adopt and information on the various reporting routes available including approaching someone from the LOC, NHS England, the local CCG or another organisation. You can find it [here](#).

## NHS mail

It is becoming increasingly important that every optical practice has its own secure nhs.net email account to communicate safely and effectively with us and other health professionals such as CCGs, GPs and hospitals in situations such as urgent referrals. As CCGs are redesigning the enhanced services offered through optical practices, having nhs.net mail will be a requirement of inclusion in the schemes.

- To apply for an nhs.net account, go to the [NHS.net portal](#) and follow the guidance under 'Registering Optometrists'
- Send your completed application form to: [ophthalmology.emailadmin@nhs.net](mailto:ophthalmology.emailadmin@nhs.net) for Sussex and Kent and [support@healthcarecomputing.co.uk](mailto:support@healthcarecomputing.co.uk) for Surrey.

We hope you find this newsletter helpful

Best wishes

***The Eye Care and Eye Health Contracting Team***

Previous newsletters can be found at - <https://www.england.nhs.uk/south/info-professional/eye-health/south-east/>

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