Welcome to the third bulletin from InHealth Intelligence for all stakeholders of the Diabetic Eye Screening Programme (DESP) in Bristol, North Somerset and South Gloucestershire (BNSSG)

InHealth Intelligence is now responsible for delivering all aspects of diabetic eye screening across BNSSG. InHealth Intelligence, an experienced provider of diabetic eye screening has worked with Bristol Community Health CIC (BCH) over the past few months to ensure a safe and smooth transition.

Transfer Dates and Staffing
The new DESP service for BNSSG was started successfully on Wednesday 1st April. All existing staff have transferred to the new service bringing a wealth of experience about eye screening and the population of Bristol, North Somerset and South Gloucestershire.

We are extremely pleased that Jo Thompson will continue as Programme Manager.

Please Note: Due to the Coronavirus restrictions there will be no one in the local office to respond to queries from 1st April 2020 but the Bookings and Failsafe lines will be staffed by people working from home.

Information Governance
Clinical responsibility for people who have diabetes rests with the GP Practice, but once the referral has been made the responsibility for invitation, informing of results and referral for assessment and treatment passes to the DESP. There is an online system for general practice to make referrals and to receive results called ‘SPECTRA’.

In order to use Spectra, Practices must sign a data sharing agreement (DSA). Avon Local Medical Committee (LMC) reviewed the proposed DSA intended for GP Practices and has raised no objections. **GP Practices in the area will have already received a copy of the proposed DSA to sign.** If you cannot find the document, please request another copy by emailing supportdesk@inhealth-intelligence.com

We hope you can sign and return as soon as possible, please check with your IG lead and Caldicott Guardian.
What can Practice Staff do via the online system?

A  Process your referrals to the Programme for your patients
B  A diagnostic review of your patients who have data indicating diabetes but no formal diagnosis
C  Confirm the deceased status for your patients
D  Confirm any address changes for your patients
E  Confirm the exclusion status for your patients
F  Screening results that need a GP review
G  Screening results that are for administration purposes only
H  Review of patients who have opted out of DESP

After the monthly export telephone call, there will be no need for emails or telephone calls to do any of the above. A single mouse click sends a referral to the Programme, saving the Practice time and ensuring no one is missed.

When the export of your data has been undertaken you will be contacted via email (fortnightly) to alert you to any outstanding actions (e.g. ‘there are 12 patients that require referral’). This email can be sent to up to four email addresses per Practice.

To book your training, please contact Support Services on supportdesk@inhealth-intelligence.com; telephone: 01270 527373.

GP Practice and DESP Interaction Flow Chart

1. Receive and review Diabetic Eye Screening Programme Data Sharing Agreement
2. Sign & return your Data Sharing Agreement
3. Support Services will contact you to arrange your first data export and send you a ‘User and Training Request Form’
4. Receive training and a user guide on Spectra™ at a convenient time
5. Every month, a member of Support Services will call your nominated contact to run a MiQUEST export. Number of calls is dependent on your clinical system:
   - One phone call per month - System One, Vision & Microtest
   - Two phone calls per month to run, then collect data - EMIS
6. Log on to Spectra™ each month to refer newly diagnosed patients into the Programme
7. You will receive an email fortnightly to prompt you to login to download your result letters
Screening Venues
We will continue to offer screening at all existing venues, which are primarily GP Practices in the area.

Please Note: Due to the Coronavirus outbreak, we are currently not holding any clinics. We will be in contact with all patients to reschedule their appointments when clinics resume.

New Programme Office and New Contact Details
The address of the new office is:
2nd Floor Canningford House, 38 Victoria Street, Bristol, BS1 6BY

The new telephone numbers and email addresses to contact the Programme:
Bookings Office: 0117 405 5000 or enquiries.bnssgdesp@nhs.net
Failsafe Team: 0117 405 7924 or hil.bnssgfailsafe@nhs.net
Fax to Email: 0117 405 7925
Main Office: 0117 405 7923 (not staffed until coronavirus restrictions lifted)

Please note that the old telephone numbers are no longer in use. Please delete old numbers from your directories or speed dials.

Please Note: The internal NHS collection postal collection with the DESP from and to GP Practices and HES will cease. Please send any patient data to the Failsafe email (see above).

Healthcare Professionals Website Section
The website also has a Healthcare Professional section, designed to keep you up to date on what is going on within the Programme.

To access this area, go to www.bnssgdesp.co.uk, there you can select ‘Login’ on the menu bar (circled below). You will be asked to enter some credentials, which are:
Username: healthcare
Password: eyescreening

Once in, there is an expanded menu bar available to you when you hover over ‘Login’.

Key Contacts
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