

## **A Checklist for Booking Transport for Diabetic Eye Screening Service Users For General Practitioners**

Prior to booking an appointment, please consider the points below, this will help to ensure the best care for your service user and that the correct length and location of appointment is provided.

### **Is the service user registered Blind?**

If the service user has NO Perception of light in BOTH eyes, please be aware that they may not be suitable for screening. Please call you local provider to discuss.

### **Does the service user have Dementia/Learning Difficulties/ Mental incapacity?**

If your service user does have any of the above, they must be accompanied to the appointment and support them when the screening is taking place. This could make the appointment less stressful for the service user and assist a successful screening.

It would be very helpful if the provider could be made aware of the severity of the Service users condition prior to attending. For example, are the learning difficulties mild, moderate or severe? Does the service user tend to become aggressive or distressed?

Are there certain times of the day that are better for them? Would they be better with a Male/female screener? Are there any measures we could put in place to aid screening?

### **Is the service user able to understand and follow instructions?**

If No, a double appointment may be required. Is the carer able to support the service user at screening to put the service user at ease and help with positioning the service user at the camera, advise if the service user has any eye conditions if the service user needs help.

### **Is the service user able to give consent to attend screening?**

If No, please bring a copy of the power of attorney to the appointment.

### **Does the service user have any mobility problems?**

Mobility issues need to be identified prior to the appointment so that the provider can ensure the venue and level of support required is appropriate. For example, does the service user use a walking stick or Zimmer frame? Are they in a wheelchair or do they require a hoist, as we unfortunately do not have any provisions for hoists at screening clinics, we also cannot guarantee a wheelchair will be available at clinic for service users to use at their appointment. Please ensure that service users bring any necessary aids with them along to the appointment to ensure that they can be seen safely.

**Is the service user able to transfer from a wheelchair without help? Can the service user use the toilet unaided?**

Diabetic eye screening staff are not trained to assist service users with lifting and toileting. If the service user is unable to do either of these things a carer or relative must attend to support the service user. To aid screening if the service user is in a low wheelchair could you please place a pillow underneath the service user in their wheelchair before the clinic. This can often make a difference in low wheelchairs to enable the service user to reach the camera comfortably.

**Can the service user hold their head still/upright unaided and lean forward?**

Please contact the provider directly to ensure that screening is appropriate for this service user and if so that the correct venue is booked, and that support is in place.

**Will the service user be using medical / community transport?**

If YES, please ensure the following

- That your service user has a drink and a sandwich and any medication they are required to take during that period.
- Please ensure the service user has any mobility support they require (walking stick, Zimmer frame, wheelchair etc.)
- Whenever possible please book a morning appointment
- Please ensure the service users return journey is booked for no longer than an hour after their appointment. If the service user is not collected within the hour, please inform the provider.

Please note -Before loading the service user to the transport, if they are travelling alone, the transport provider will ask the service user if they have food with them and if they are they able to toilet themselves; If the answer is no the appointment will be cancelled.

**Other considerations**

If English is not the service users first language is an interpreter required? Is the service user hard of hearing? If so to what extent, will they require a signer? Please also ensure that any other relevant information (i.e. serious medical condition that may affect a service users ability to attend screening): is also shared with the provider.