

NHS SWINDON GLAUCOMA INTRA-OCULAR PRESSURE (IOP) REFERRAL REFINEMENT SCHEME (the Scheme)

LOCAL ENHANCED SERVICE (LES)

Part 1 – Agreement with Contractor

As part of this agreement, the Contractor MUST ensure all accredited optometrists working within the practice abide by the requirements included in Part 2 of the Local Enhanced Service (Responsibility of accredited optometrists).

All references to optometrists throughout this document includes Ophthalmic Medical Practitioners (OMPs)

Purpose of scheme

1. NHS Swindon wishes to secure the provision of referral refinement of suspect glaucoma patients registered with a GP practice in contract with NHS Swindon (Swindon Primary Care Trust).
2. This Scheme empowers accredited optometrists to undertake a referral refinement of Ocular Hypertension for patients with suspect glaucoma and, where appropriate, refer directly to the NHS Swindon Primary Care Booking Centre.
3. Accredited optometrists will refine their referral by initial Goldmann Applanation Tonometry (GAT) and, where required, repeat GAT on a separate occasion. Accredited optometrists, when undertaking an assessment on a patient with suspected ocular hypertension **from a different practice, MUST** measure the pressures by Goldmann Applanation Tonometry, assess the optic nerve after dilating the pupil, assess and record the visual fields and assess the anterior chamber with Van Herick's Technique.

Participation

4. Participation in the Scheme is open to any Contractor who has an optometrist working in the Practice who is included on a PCT Performers List and who has gained accreditation for the Scheme.
5. The list of accredited optometrists will be kept by NHS Swindon and made available on the Local Optical Committee (LOC) website http://www.loc-net.org.uk/wiltshire_loc/index.html.

Patient eligibility

6. The patient eligibility criterion will be **patients registered with a GP practice in contract with NHS Swindon (Swindon Primary Care Trust).**

Fees and claims

7. Payment will be made on the basis of the Glaucoma Referral Refinement Forms received by the NHS Swindon Primary Care Booking Centre. Fees will be paid to the Contractor on whose premises the glaucoma assessment took place.
8. The fee payable to the Contractor for providing the service on whose premises the glaucoma referral refinement took place is **£12.50** for the first GAT and **£22.50** for the second (if required). This is in addition to the standard GOS sight-test fee that would be claimed following the sight test or private sight-test fee.

9. Where accredited optometrists undertake an assessment on a patient with suspected ocular hypertension **from a different practice**, the fee payable to the Contractor on whose premises the refinement took place is **£50.00**.
10. The fee also covers the completion of the referral form.
11. The level of fee will be reviewed annually by NHS Swindon in discussion with representatives of the LOC.

Review of service

12. Periodically, NHS Swindon together with representatives of the LOC and providers will review the scheme to discuss the need for changes to processes or referral criteria. The guidelines and referral form will be amended accordingly. All Contractors will be notified of any changes. Current forms and guidelines will be held (on behalf of NHS Swindon) on the Wiltshire LOC website http://www.loc-net.org.uk/wiltshire_loc/index.html.

Complaints

13. A complaint by a patient concerning the accredited optometrist may be addressed by the Contractor using the Contractor's complaints procedure or the patient may raise their concerns with the Commissioner directly (through the Patient Advice and Liaison Service (PALS), NHS Swindon, Tel 01793 708758).
14. The Contractor **MUST** establish and operate a complaints procedure in line with the new *Complaints Regulations: The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009* to deal with any complaints in relation to any matter reasonably connected with the provision of services under the Service Level Agreement, protocol and guidelines, to be compliant with Part 17 of the Standard (Mandatory Services) General Ophthalmic Services Contract (May 2008).

Clinical Auditing

15. The Contractor **MUST** report clinical audit activity and outcomes to NHS Swindon quarterly on the audit form provided by NHS Swindon.

Quality

16. The Key Performance Indicator is: ***Reduction in referrals to a consultant ophthalmologist as a result of the implementation of the Glaucoma Referral Refinement Scheme based on NICE guidelines (Diagnosis and management of chronic open angle glaucoma and ocular hypertension, April 2009).***
17. The measure is: ***Audit Form completed by the Contractor will provide information on patients who would have been referred prior to the scheme.***
18. The submission of quarterly audit returns from the Contractor will provide information for the measure of the indicator.

Monitoring information requirements

19. The Contractor **MUST** report quarterly on the following indicators within the audit form:
 - Patients having a first assessment by Goldmann tonometry
 - Patients discharged to normal follow up after first assessment
 - Patients referred to consultant ophthalmologist after first assessment
 - Patients having a second assessment by Goldmann tonometry
 - Patients discharged to normal follow up after second assessment
 - Patients referred to consultant ophthalmologist following second assessment
 - Patients (referred from a different practice) discharged to normal follow up after assessment
 - Patients (referred from a different practice) referred to consultant ophthalmologist after assessment

Premises

20. The Contractor providing the referral refinement **MUST** ensure the premises are compliant with Part 7 (25) of the Standard (Mandatory Services) General Ophthalmic Services Contract (May 2008).

Equipment

21. The Contractor **MUST** ensure that equipment is fit for purpose, compliant with current electrical safety standards and maintained and calibrated in accordance with the manufacturer's advice. In particular, the Contractor **MUST**, for the purposes of the Contract use a Goldmann Applanation Tonometer. Calibration of the tonometer **MUST** be carried out in accordance with the manufacturer's instructions (or evidence provided that it should be calibrated differently) and confirmed with the pressure measurement on the referral form. If the tonometer fails the check according to the manufacturer's instructions, it must be sent back to the manufacturer for repair.
22. For those Contractors **within the NHS Swindon area** who do not already have a Goldmann Applanation Tonometer, NHS Swindon will provide **£300** towards the **purchase** of this equipment for the purpose of participating in the Glaucoma Referral Refinement Scheme. The Contractor **MUST** be responsible for purchasing the equipment and NHS Swindon will reimburse the practice **£300** on receipt of proof of purchase. The Contractor **MUST** be responsible for the repair and maintenance of the Goldmann Applanation Tonometer, and any replacement of the Goldmann Applanation Tonometer **MUST** be funded entirely by the Contractor.

Risk Assessment and Management

23. The Contractor **MUST** assess and manage risk associated with the service, investigate adverse events, and keep comprehensive records of both risk assessments and any action to manage risk.

Infection Control

24. The Contractor **MUST** meet the guidance and professional standards as published by the College of Optometrists and comply with "Quality in Optometry" (QiO) Level 1.
<http://www.qualityinoptometry.co.uk/>

Safeguarding

25. The Contractor **MUST** comply with section 11 of the Children Act 2004 and all Contractor employees are **REQUIRED** to act in such a way that at all times safeguards the health and well being of children and vulnerable adults. Familiarisation with and adherence to the Contractor's Safeguarding policies is an essential requirement of all Contractor employees as is participation in related Safeguarding training that the Contractor has in place.

Administration

26. Procedures **MUST** be in place for the effective handling of the administration of appointments, onward referrals, and all communication.

Referral Process

27. Referral Guidelines are detailed at Part 2 Appendix A.
28. In respect of patients who attend for eye examination with a non-accredited optometrist, procedures **MUST** be in place for such patients to be assessed by an accredited optometrist within the same Practice if available at time of sight test. If an accredited optometrist is not available at the time, an appointment **MUST** be made for the patient with an accredited optometrist within the same Practice within 1 month of the initial sight test.

29. ALL patients who are referred for an ophthalmology assessment with intra ocular pressures over 21mmHg with normal visual fields and optic discs **MUST** be referred in accordance with the LOC SU Glaucoma referral refinement scheme, which has been adopted by NHS Swindon. **If an optician practice does not have an accredited optometrist, the patient is referred in the normal way. The Primary Care Booking Centre will then send the patient a list of accredited optometrists at other practices in Swindon, asking the patient to arrange an assessment.**
30. **Accredited optometrists**, when undertaking an assessment on a patient with suspected ocular hypertension **from a different practice, MUST** measure the pressures by Goldmann Applanation Tonometry, assess the optic nerve after dilating the pupil, assess and record the visual fields and assess the anterior chamber with Van Herick's Technique. From this information, the accredited optometrist must decide to refer the patient or not. They **MUST** write and inform the GP and the referring optometrist of their decision. This procedure ensures the referral is safe and **MUST** be adhered to in the case of a referral to a second optometrist.
31. When the patient is given an appointment with an accredited optometrist within the same practice, the non-accredited optometrist has whole responsibility of the patient. Once Goldmann is performed, the accredited optometrist has the responsibility of referring or not referring based on the guidelines set in the IOP refinement.
32. When the patient needs to be referred to an accredited optometrist in a different practice, the original non-accredited optometrist is still responsible for the care of the patient, and any eye condition. Once the patient chooses to go to an accredited optometrist, the accredited optometrist will perform the tests indicated above, and is only responsible for the tests performed in the Glaucoma work up and any referral or non-referral. Information is sent to the Primary Care Booking Centre accordingly. Any other eye disease and the prescription will still be the responsibility of the original non-accredited optometrist.

Local Enhanced Service

33. The duration of this Contract for the provision of this Local Enhanced Service will be for an initial period of one year, commencing from 1st December 2011. Thereafter, this Local Enhanced Service may be extended for further periods on a yearly basis. NHS Swindon reserves the right to suspend or terminate this Contract at any time by giving seven days' written notice to the Contractor.
34. NHS Swindon reserves the right to make changes to this Local Enhanced Service, following consultation with the Local Optical Committee, with 1 month's notice. This Local Enhanced Service will be reviewed annually in discussion with the Local Optical Committee.

Payment Mechanism

35. NHS Swindon will make payments to the Contractor on whose premises the referral refinement took place on submission of correctly completed, legible copies of referral forms and where the correct processes have been followed in accordance with the Local Enhanced Service including the guidelines at Appendix A.
36. NHS Swindon **MUST** be able to identify the accredited optometrist who has undertaken the referral refinement to enable payments to be authorised.

Eligibility Criteria

37. The Contractor will be **REQUIRED** to sign the Local Enhanced Service Agreement which includes agreeing to ensure accredited optometrists working within the practice will abide by the responsibilities within Part 2 of this Local Enhanced Service.
38. Contractors outside the NHS Swindon area will be eligible for the scheme and be able to refer patients who are registered with a GP in contract with Swindon PCT.
39. Pre-registration optometrists will not be eligible to refer through the Referral Refinement Scheme.

**NHS SWINDON GLAUCOMA INTRA-OCULAR PRESSURE (IOP) REFERRAL REFINEMENT SCHEME
LOCAL ENHANCED SERVICE (LES)**

AGREEMENT – to be completed by the Contractor

Practice Name:
Practice Address:
Postcode:
Telephone Number:
Practice Owner (PRINT):
Email:

Named Optometrists (who will be providing this service)	GOS List Number
1.	
2.	
3.	

I confirm that:

- this Practice wishes to be a Provider for the NHS Swindon Glaucoma Referral Refinement Local Enhanced Service
- before providing the service, all optometrists at this Practice who will provide this service will have passed the assessment, through the accreditation programme for glaucoma referral refinement by the Wales Optometry Postgraduate Education Centre at Cardiff University and the Local Optical Committee Support Unit
- this Practice will ensure that NHS Swindon is provided with the information (detailed within Part 2) to allow for payment and audit of the service
- this Practice agrees to abide by the Part 1 Agreement within the Local Enhanced Service
- this Practice agrees to ensure all accredited optometrists working within the Practice will abide by Part 2 of the Local Enhanced Service (Responsibility of Accredited Optometrists).

Signed (on behalf of the Practice):
(ALL partners within a partnership practice MUST sign)

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Name (PRINT): **Date:**

Please return this form to: Liz Hews, Service Improvement Manager, NHS Swindon, North Swindon District Centre, Thamesdown Drive, Swindon, SN25 4AN