



Wiltshire

Clinical Commissioning Group

Ophthalmology Triage and Referral Management

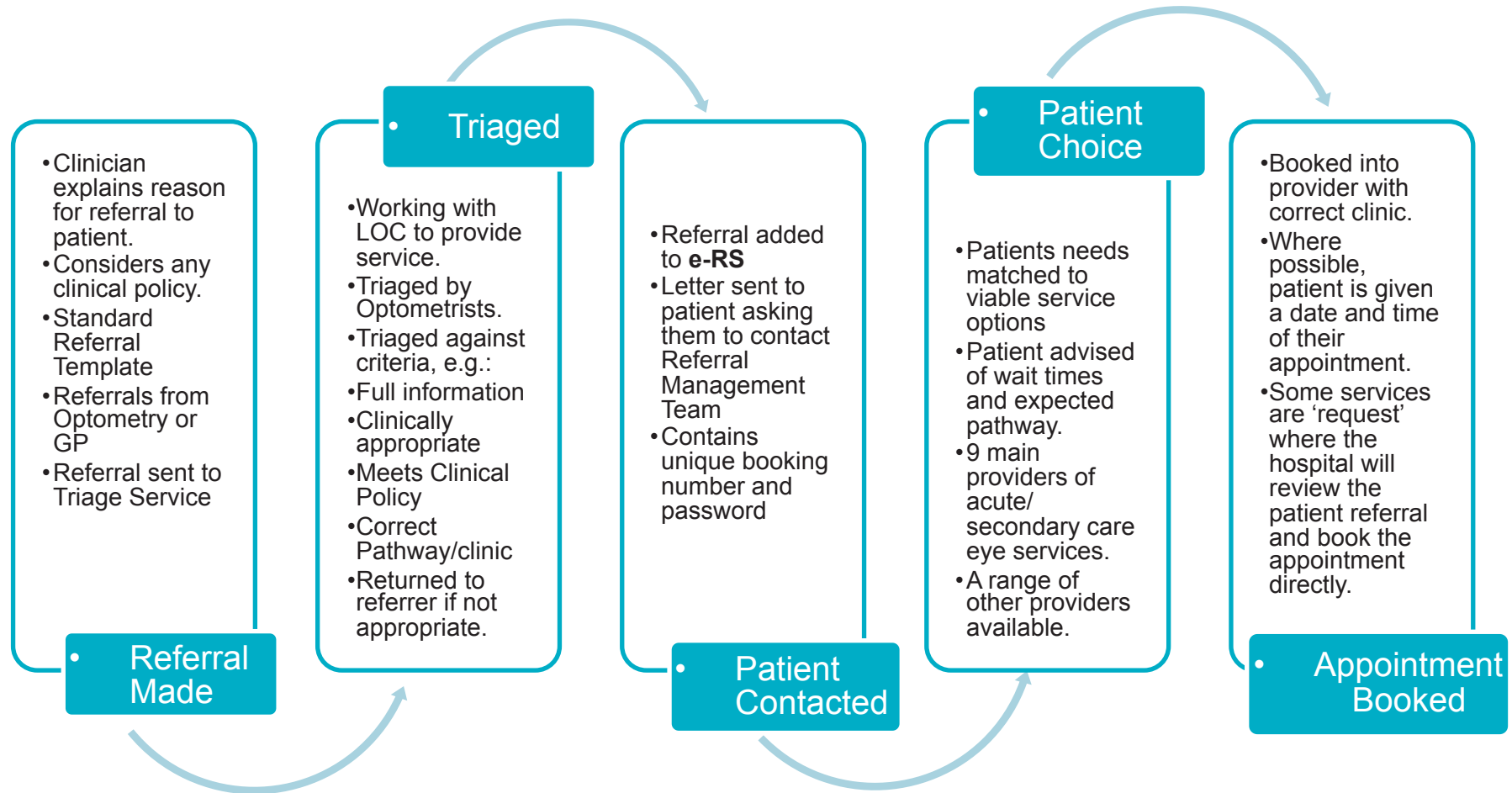
Ashley Windebank-Brooks, Commissioning Manager, Planned Care

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WORKING
FOR
CARERS

Referral Process



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Referral Process

- NHS Referral Types:
 - Emergency – same day, contact local Acute Ophthalmology Unit (HES)/Duty Clinician.
 - 2 Week Wait (2ww) – Suspected Cancer.
 - Routine – Constitutional target to be seen within 18 weeks.
 - Everything except ‘Emergency’ goes via referral triage.
- E-RS: national directive to use the system to refer patients for planned care. As of 18/19, if hospitals accept referrals by any other route, they will not get paid.
- Patient Choice is a constitutional right. CCG Referral Team supports this to make an informed decision.

Providers

Provider	Service
Great Western Hospitals NHS Foundation Trust	Full Ophthalmology Service
Royal United Hospitals Bath NHS Foundation Trust	Full Ophthalmology Service
Salisbury NHS Foundation Trust	Full Ophthalmology Service
Circle Bath, Bath	Cataracts, Oculoplastics
BMI Bath Clinic, Bath	Cataracts
BMI Ridgeway, Wroughton	Cataracts
Ramsey Newhall, Salisbury	Cataracts
Care UK, Devizes	Cataracts, Oculoplastics, YAG Laser
Independent Health Group, Westbury and Chippenham	Cataracts

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Indicative Wait Times

Provider	Indicative Time
Great Western Hospital	16 weeks
Royal United Hospital	32 weeks
Salisbury Hospital	11 weeks
Circle Bath	2 weeks
BMI Bath Clinic	3 weeks
BMI Ridgeway	2 weeks
Ramsey Newhall	3 weeks
Care UK	1 week
Independent Health Group	1 week

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Clinical Policies

<http://www.wiltshireccg.nhs.uk/what-we-do-and-dont-fund>

Aesthetic Surgery	Cataract	Blepharoplasty and Ptosis	Botulinium Toxin – Facial Spasticity	Botulinium Toxin – other treatments (Blepharospasim in adults/ Hemi Facial Spasm in Adults)	Brow Lift Surgery
Chalazion Excision	Ectropian	Entropian	Benign Skin Lesions	Basal Cell Carcinoma	

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Outcomes of Triage and Referral Management

- Patients report being more informed about what referral means for them as individual.
- Improving clinicians knowledge of services and how to access the right service at the right time.
- Improving clinicians referral quality.
- Improved choice of where to be treated is offered.
- Improved referral time.
- Created links with CCG Clinical Policy Team to make a decision where possible. Likely speeding up the process by 3 weeks for a patient referral.

Questions?

- To contact the Referral Management Team:
 - Wccg.rss-eyes@nhs.net
 - 0300 123 6242
- For Commissioning Queries;
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