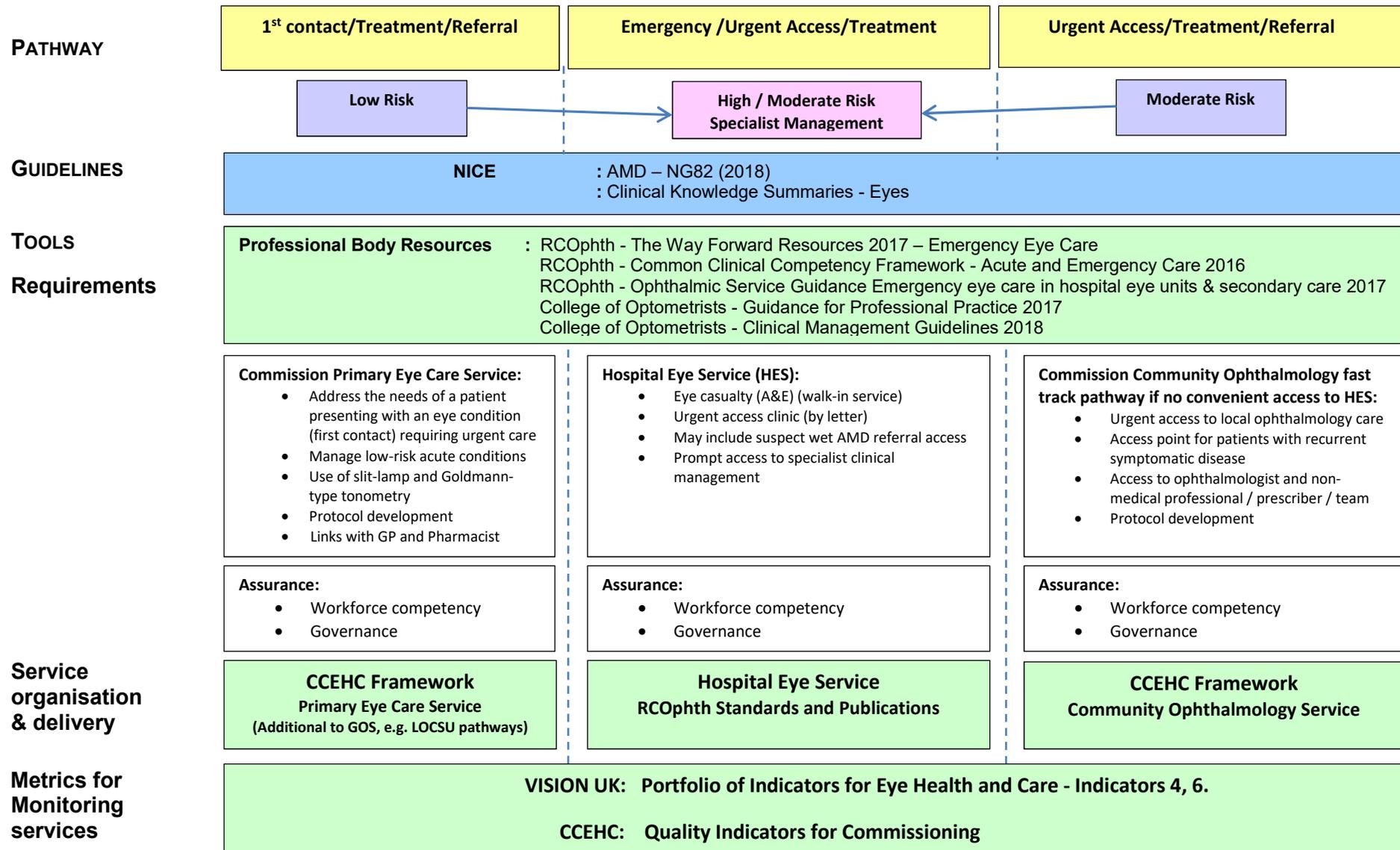


System and Assurance Framework for Eye-health (SAFE) – Emergency and Urgent Care

System and Assurance Framework for Eye-health (SAFE) – EMERGENCY/ URGENT CARE SYSTEM



LINKS TO TOOLS AND RESOURCES

GUIDELINES:

NICE **Age-related macular degeneration NG82 - 2018**

<https://www.nice.org.uk/guidance/ng82>

Clinical Knowledge Summaries

<https://cks.nice.org.uk/clinicalspeciality#?speciality=Eyes>

e.g. <https://cks.nice.org.uk/retinal-detachment#!scenario> <https://cks.nice.org.uk/giant-cell-arteritis#!scenario>

TOOLS:

Requirements

CCEHC: NICE Guideline Implementation Template - 2018 www.ccehc.org.uk

Professional Body Resources:

College of Optometrists

Guidance for Professional Practice - 2017 <http://guidance.college-optometrists.org/home/>

The College of Optometrists Guidance for Professional Practice sets out what is expected of optometrists, and applies to all work environments. It helps ensure they put their patient's interests first, and work in partnership with them so they receive the best possible care. It is applicable in all optometric work environments: independent practice, multiples and hospital settings.

Clinical Management Guidelines <https://www.college-optometrists.org/guidance/clinical-management-guidelines.html>

Royal College of Ophthalmologists

The Way Forward - Emergency Eye Care 2017

<https://www.rcophth.ac.uk/wp-content/uploads/2015/10/RCOphth-The-Way-Forward-Emergency-Eye-Care-300117.pdf>

<https://www.rcophth.ac.uk/wp-content/uploads/2015/10/RCOphth-The-Way-Forward-Emergency-Eye-Care-Summary-300117.pdf>

The Way Forward resources provides options based on good practice for developments in service delivery and organisation, whilst maintaining clinical standards and governance for patient care.

Common Clinical Competency Framework – Acute and Emergency Care 2016

<https://www.rcophth.ac.uk/wp-content/uploads/2017/01/CCCF-Acute-Emergency-Care.pdf>

<https://www.rcophth.ac.uk/wp-content/uploads/2017/01/CCCF-HCPs.pdf>

This provides the standards and guidance for the knowledge, skills and competencies for non-medical eye healthcare professionals to provide patient care – primarily, but not exclusively in hospital settings. The professional bodies are developing national educational programmes to deliver these, but in the meantime, could be applied to local or regional training courses to ensure necessary competencies are met.

RCOphth Standards and Publications - <https://www.rcophth.ac.uk/standards-publications-research/>

Provided here are a range of standards and guidance for good practice, service provision, and quality. This includes -

Quality Standard for A&E/ Urgent Care Services 2017 - <https://www.rcophth.ac.uk/standards-publications-research/quality-and-safety/quality-standards/>

Commissioning Standards 2018 - <https://www.rcophth.ac.uk/wp-content/uploads/2018/03/Commissioning-Standards.pdf>

Ophthalmic Service Guidance: Emergency eye care in hospital eye units and secondary care 2017

<https://www.rcophth.ac.uk/wp-content/uploads/2017/08/Emergency-eye-care-in-hospital-eye-units-and-secondary-care.pdf>

Service Organisation & Delivery

Clinical Council for Eye Health Commissioning

Primary Eye Care Framework (CCEHC 2018): www.ccehc.org.uk

Community Ophthalmology Framework (CCEHC 2018): www.ccehc.org.uk

These frameworks developed by the Clinical Council for Eye Health Commissioning are aimed at easing capacity problems within the hospital eye service and improving patient flows within a service system. These provide the overall architecture for how pathways of care within a service system are organised, delivered and monitored, based on clinical risk stratification of a patient's condition and the skills and competence of the health care practitioner.

Metrics **VISION UK:** Portfolio of Indicators for Eye Health and Care 2018 - www.ccehc.org.uk

CCEHC: Commissioning Quality Indicators - www.ccehc.org.uk

GLOSSARY:

Service System

A service system includes the range of pathways of care delivering services that may involve multiple providers and settings, to address the needs of a defined patient population or condition.

Emergency care is provided in an eye medical emergency, when sight or long-term eye health is at risk and life-changing/ life threatening.

Urgent Care can be either based on a hospital site or stand-alone in the community or in primary eye care e.g. minor eye conditions. It provides patients with urgent advice or treatment in cases that are not sight-threatening or life-changing.

General Ophthalmic Service (GOS)

The GOS is commissioned by NHS England. This contracts primary care opticians' practices to provide NHS sight tests for preventative and corrective eye care for children, people aged 60 and over, adults on low incomes and those suffering from, or predisposed to, eye conditions and diseases.

Primary Eye Care Service

This service is commissioned by CCGs. It includes supplementary services that are necessary prior to referral for specialist ophthalmic opinion (usually within the Hospital Eye Service), thereby improving the quality of referrals. A primary eye care service will typically include the ability to:

- conduct re-checks to confirm abnormal test results (detected by a NHS eye test / eye examination) e.g. repeat measures as outlined in NICE Glaucoma Guideline NG 81
- further refine the decision to refer e.g. where risks and benefits are discussed with the patient prior to referral for cataract surgery
- address the needs of a patient presenting with an acute eye condition (first contact)
- manage a range of low-risk primary eye conditions

Community Ophthalmology Service

This service is commissioned by CCGs. It involves the assessment and management of patients whose eye conditions are at low risk of deterioration who are either referred by primary care for assessment or discharged from secondary care for monitoring, in order to release capacity and improve patient flows within the system. It has some or all of the following characteristics:

- the ability to make definitive diagnoses to manage and treat the majority of cases referred into it
- be effective as a monitoring service for patients at risk of their condition deteriorating asymptotically
- provides an access point for patients with recurrent symptomatic disease

Hospital Eye Service

This service is commissioned by CCGs. It provides specialist ophthalmic services for acute and chronic care diagnosis, intervention and management; including emergency and urgent eye care.

Local Optical Committee Support Unit (LOCSU)

LOCSU provides a key link between national professional optic bodies such as the Association of British Dispensing Opticians (ABDO), the Association of Optometrists (AOP) or the Federation of Ophthalmic (and Dispensing) Opticians (FODO) and the local optician or optometrist working to improve eye services in their region. It provides regional training events and has developed some accredited clinical pathways for enhanced/community services; and works with key stakeholders and NHS England.

Clinical Council for Eye Health Commissioning

The Clinical Council for Eye Health Commissioning (CCEHC) is an independent advisory body providing evidence-based national clinical leadership, advice and guidance to policy makers in health, social care and public health, and those commissioning and providing eye health services in England. It is recognised as such through a Memorandum of Understanding with NHS England. The CCEHC's recommendations are provided in the best interest of patients, on the best evidence available and independent of any professional or commercial interests. Its membership includes the major clinical professions, social care, charity and voluntary organisations within the eye health and care sector.