




National Outpatient Transformation Programme: Eye Care

The National Outpatient Transformation Programme (NOTP) is changing the way healthcare is provided, to give patients and their carers more control and choice over how and when they attend appointments.

New initiatives and digital solutions can deliver care in a different way to better meet the needs of patients. Empowering patients to increase self-care, and access services and support when they need them offers greater convenience, less travel, and rapid access when it's needed most. Strengthening the capability of the system, exploiting technology and designing flexible delivery models will create a sustainable, safe, integrated and patient focused system.

Long Term Plan ambitions	 stop 30m unnecessary outpatient appointments	 offer all patients digital outpatient care	 scale up system working and transformation
---------------------------------	---	---	---

Clinically-led transformation

The NOTP Specialty Redesign workstream is bringing clinicians, commissioners, managers, patients and professional organisations together to define immediate priorities for the restoration of outpatient services across primary, secondary and community care in each specialty. Guidance, practical tools, resources and active support will enable local systems to restore outpatient services safely. The collaborative will also identify and consider systemic barriers to the transformation of outpatient services, working across boundaries to overcome these.

Restoration and Transformation of Eye Care Services

The National Eye Care Restoration and Transformation project is bringing stakeholders together to collaborate and lead programmes of work to restore and set the future direction of eye care.




Building on existing guidelines and recommendations, including RCOphth, CoOptom, CCEHC, GIRFT, NICE, HSIB and High Impact Interventions; LOCSU pathways; pathway redesign principles of CUES and the colleges' new Joint Vision; case studies and real-life experience from innovative pathways, the project will work to:

1. Prevent irreversible sight loss as a result of delayed treatment and improve access to care for all based on clinical need.
2. Deliver long-term radical transformation of eye health services across primary, secondary and community care; driving innovative, integrated, safe and sustainable ways of working.
3. Meet the needs of the population now and in the future, keeping patients at the centre of all decision making.

Where are we now?

Ophthalmology is the largest outpatient specialty, and in 2018/19 accounted for:

	10%	6%	98%
7.8m attendances	of all outpatient appointments	of all surgery	appointments were face to face

Where do we need to get to?

Reduce traditional hospital ophthalmology outpatient attendances by at least 30% and provide alternative models of care which enable patients to be seen in the right place, at the right time, by the most appropriate person, according to their risk of harm especially sight loss.

COVID-19 restoration: what do we need to do?

The NHS is moving at pace to restore and recover clinical services as part of Phase 3 of the COVID-19 response. Revised practical pathways and implementation tools will support the reopening of outpatient services and meet the requirements of social distancing, infection control and minimise unnecessary face to face contacts. This will allow the NHS to systematically respond to the growing backlog of new and follow-up appointments and additional 'hidden' patient need, where patients have not attended eye services or present with more advanced eye disease.

Five steps to restore eye care services	Four principles to scale good practice
<ol style="list-style-type: none">1. COVID-19 integrated eye care pathways2. Clinical risk stratification framework and failsafe processes3. Remote consultations and remote prescribing for all appointments where possible4. Virtual diagnostic clinics for all where possible5. Patient-initiated follow-up care	<ul style="list-style-type: none">• Work collaboratively across primary and secondary care services• Use existing commissioning levers to support implementation• Provide patients with more control and choice• Scale the use of digital enablers

Radical transformation: what do we need to do?



Enable and support all local systems in England to deliver radical transformation of eye care services.



Drive the development of innovative, integrated, safe and sustainable ways of working.

The Eye Care Restoration and Transformation project is setting up working groups to design and develop radical national solutions and harness wider system enablers to resolve long-term barriers. The national team will work alongside the working groups to evaluate and support local implementation; and gather learning and insights to drive further national work.

Community of Practice

If you are not a member of the Community of Practice, join the conversation and work with others across the system. Email ECDC-manager@future.nhs.uk to register