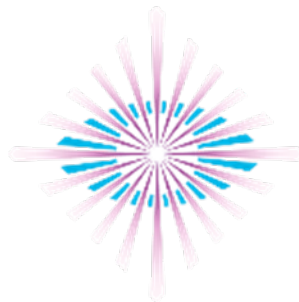




MECS Wolverhampton



Primary Eyecare
Heart of West Midlands Ltd



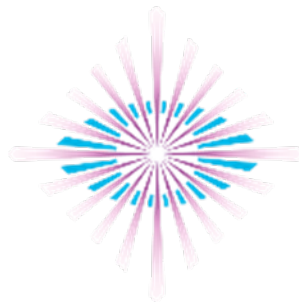
Wolverhampton LOC



Practice Staff Training



Primary Eyecare
Heart of West Midlands Ltd



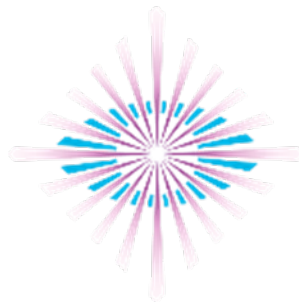
Wolverhampton LOC




- MECS is an assesment and treatment of recent onset problem with your eyes (within 3 months)
- This is a free NHS service available at most local opticians
- “Don’t go to Hospital, ask your Optometrist”

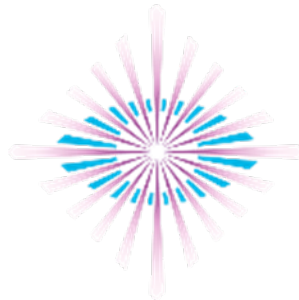


Primary Eyecare
Heart of West Midlands Ltd



Wolverhampton LOC

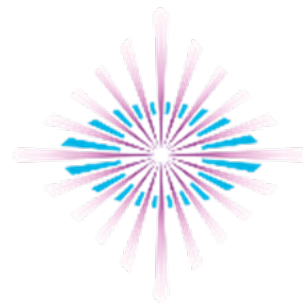
- 
- The new MECS contract commenced on 1st Sept 2017
 - The quality of the service in its first 3 years, with high levels of satisfaction and questionnaire completion, along with reduced referrals to the hospital was instrumental achieving the new contract.
 - We're committed to continuing to improve standards, patient care and the data we collect





MECS

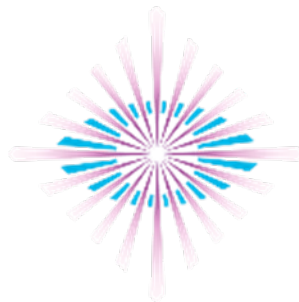
- MECS is designed to reduce pressure at hospital and at the GP and improve eyecare for patients





Conditions that can be seen under MECS

- Red eye or eyelids
- Dry eye / gritty eyes
- Irritation and swollen eyelids
- Significant sticky discharge from eye
- Persistent watery eye
- Recent onset Flashes or Floaters
- Ingrowing eyelashes
- Sudden vision loss
- FB in the eye



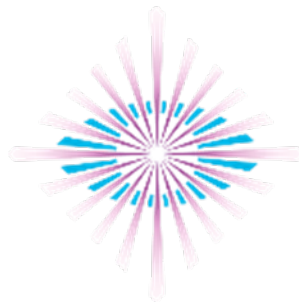


Note: This is not a Sight test

Also if you have a eye condition being regularly monitored at HES this is **NOT** covered in the MECS service.



Primary Eyecare
Heart of West Midlands Ltd



Wolverhampton LOC

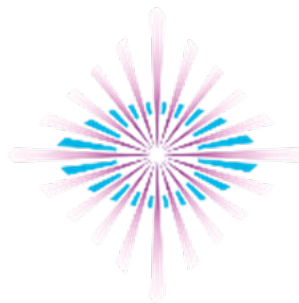


Who Does MECS?

- MECS is carried out by registered / accredited opticians.

Who is the service for?

- Any patient with Wolverhampton GP
- Patients with GPs in Sandwell, Solihull, Walsall
- For people of all ages, children and adults.
(under 16 accompanied by an adult)



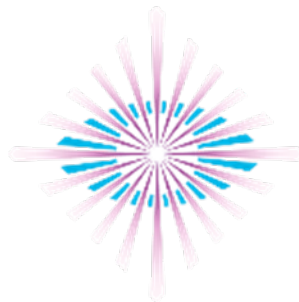


PEARS Referral:

- Self referral
- From GP or GP Nurse
- Pharmacist
- NHS 111
- Other optical practitioner



Primary Eyecare
Heart of West Midlands Ltd



Wolverhampton LOC

Triage

- To make an appointment: fill out the triage form via telephone or in person.
- This will guide to the urgency of appointment required.
- Routine see within 48Hrs
- Urgent see within 24Hrs

WECS PEARS TRIAGE RECORD

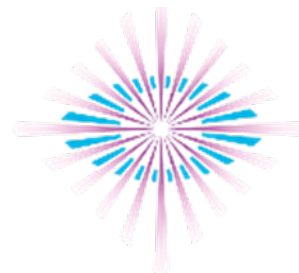
Date	Time	Staff name / Referred by				Where is the Patient?	
						Practice	Phone
Patient Name		NP / EP	ID	D.O.B	Phone number	GP	
Patient Concern						CL wearer	Yes / No
						Any recent trauma	Yes / No
						Any recent ocular surgery	Yes / No
						Give details:	
CONCERN CATEGORY	QUESTIONS (Please circle answer)				OUTCOME		
Problem with EYE (painful, red, sore, irritated)	Is it painful	NO ↓	YES →		See within 24 hours		
	Is there any light sensitivity?	NO ↓	YES →				
	Is there a change in vision?	NO ↓	YES →		See within 48 hours		
	Is the eye red?	NO ↓	YES →				
	Book sight test						
Problem with VISION (Vision Loss, Disturbance, Field of vision, Double vision)	Has it come on suddenly?	NO ↓	YES →		See within 24 hours		
	If gradual, when did it start?			→			
					> 3 months	Book sight test	
Problem with FLASHES and/or FLOATERS	When did it start or when did it last change or when did it get worse	→			< 6 weeks	See within 24hrs	
					6-12 weeks (symptoms increased)	See within 24hrs	
					6-12 weeks (symptoms same)	See within 48hrs	
					> 12 weeks	Book sight test	

Page 1

WECS PEARS TRIAGE RECORD

Patient Name	ID	D.O.B	Phone number	GP	
Other signs & symptoms					
For patients with recent onset symptoms, follow the guidance on this form using the questions on the left and book an appointment appropriately. In cases of doubt speak to the Optometrist whilst the patient is still on the phone. Once you have advised the patient and booked the appointment, discuss with your PEARS Optometrist at the earliest opportunity. In some individual cases the Optometrist may advise an alternative course of action, and some conditions are not suitable for PEARS. If the patient is feeling generally unwell, advise them to seek medical advice or discuss with the Optometrist at the time of booking.					
PLEASE FORWARD THIS FORM TO THE OPTOMETRIST					
Notes / advice given to patient					
Has the patient been advised: (please circle)					
To remove C/Ls / Not to drive in case dilation is needed / If symptoms increase out of hours to consult A&E					
Outcome	Confirm Appt; 24 Hrs / 48 Hrs / Slight Test	Hospital	GP	Other PEARS Optom	Pharmacy
Professional advisor name & signature					

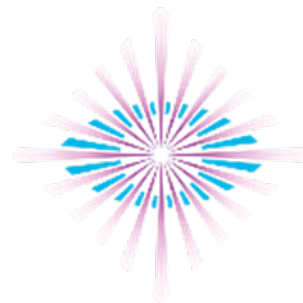
Page 2





Triage

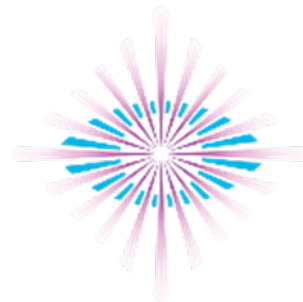
- If in doubt speak to the optometrist





Triage

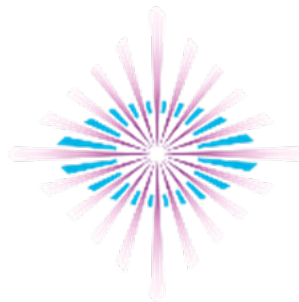
- All cases need Optometrist supervision - signature required on all triage forms
- Form to be kept for audit
- What to do if you don't have an appointment?





Appointments

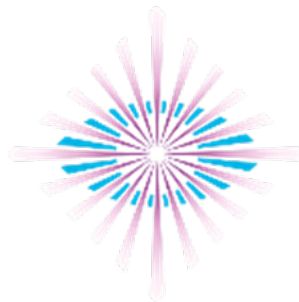
- Once you have assessed the priority of the appointment the patient must be booked in on Optomanager immediately
- Appts within the required timescale





Appointments -scenario

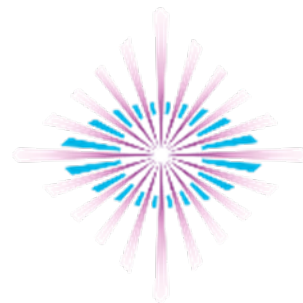
- You triage a patient who has sudden sight loss
- But you have no appointments for 48 hours
- What do you do?





Appointments -scenario

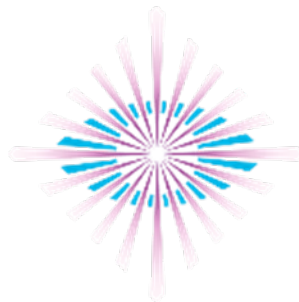
- Importance of appropriate, accurate triage
- Responsibility to help them find an appointment





Appointments

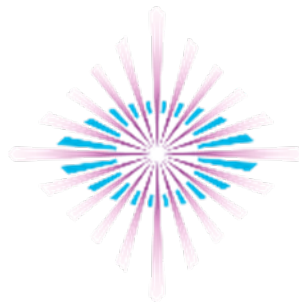
- How many do you have?
- Discuss with practice manager & optometrists





Triage Scenarios

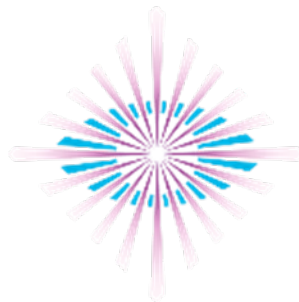
- What advice do you give?
 - I recently had a cataract operation, my eye is now red and painful
 - I have a blurry eye which came on last week
 - You pulled out some of my eyelashes 3 weeks ago, now I think I have another one growing in to my eye





Triage Scenarios

- How soon must these patients be seen?
 - Flashes & floaters for 4 days
 - red gritty eye today
 - sticky red eye in a 6 year old
 - swollen eyelid for 5 days



Add patient onto Optomanager



OPTOMANAGER
Primary Eye Care of Healthcare Services
020 8428 0950

Sign In

Please type in your Username

Sign In



OPTOMANAGER
Primary Eye Care of Healthcare Services
020 8428 0950

Optomanager Menu

- Home
- Patients
 - Add New Patient
 - Search Patient Records
 - Refresh Patient Data
- Exam & Follow Patients
- Patient Questionnaire
- EMR Reports
- Printing Applications
- Bookings, Complaints & General Search
- Encounter
- Inventory
- Manage Practitioners
- Current Site Data

LOC SUPPORT UNIT
Supporting the development of local eye services

Primary Eye Care (P-ECWS) Minor Eye Conditions Service of Patients in All Sites

Add New Patient

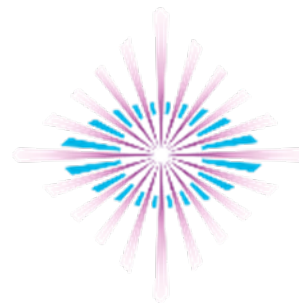
To avoid duplicate registrations you are required to search for the patients in the database before creating a new record. Please Information is only search field so any specialisation of MINDS, BONES, EYES AND EARS ONLY "MINDS".

Search Patient By

FIRST NAME: LAST NAME:

DATE OF BIRTH: ADDRESS:

SEARCH



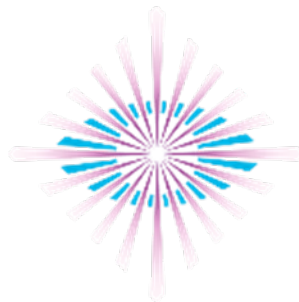


Accredited Optometrist carries out full assessment

- Full comprehensive records must be kept

Patient advised:

- Not to drive as may have to be dilated.
- Bring glasses and list of all medications taken.



MECS Outcomes

- Optometrist can manage condition by prescribing medication - and possibly following up the patient.
- Optometrist diagnoses the condition and refers patient according to guidelines - emergency / routine or to GP (if linked to general health)
- Optometrist discusses condition with patient and provides care information.
- Optometrist recommends an eye examination.

NHS
Wolverhampton
Clinical Commissioning Group

PEARS Diagnosis & Medication Form

Patients Name		
Date of Birth		
Address		
NHS Number (if known)		
GP's Name & Address		

Diagnosis (Opticians use only)

Diagnosis	Please select (✓)
Allergic conjunctivitis	<input type="checkbox"/>
Infective conjunctivitis	<input type="checkbox"/>
Dry Eyes	<input type="checkbox"/>

Additional Information (e.g. Smoking cessation advice needed)

Name of Optometrist:

Ophthalmic List Number:

Date:

Contact Phone No:

Optometrist's Stamp:

Medication Requested by optometrist & Supplied by Pharmacy

Medication	Optometrist requested Please select	Pharmacy Supplied Please select
	(✓)	(✓)
Chloramphenicol 0.5% eye drops 10ml	<input type="checkbox"/>	<input type="checkbox"/>
Chloramphenicol 1% eye ointment 4g	<input type="checkbox"/>	<input type="checkbox"/>
Sodium chromoglicate 2% eye drops 10ml	<input type="checkbox"/>	<input type="checkbox"/>
Lotemax-Antisept eye drops 10ml	<input type="checkbox"/>	<input type="checkbox"/>
Hydroxybetadose 0.2% eye drops 10ml	<input type="checkbox"/>	<input type="checkbox"/>
Carbomer 980 0.2% liquid gel eye-drops 10g	<input type="checkbox"/>	<input type="checkbox"/>
Carmellose sodium 0.5% preservative free eye drops 30 x 0.4ml	<input type="checkbox"/>	<input type="checkbox"/>
Carmellose sodium 1% preservative free eye drops 30 x 0.4ml	<input type="checkbox"/>	<input type="checkbox"/>

Name of Pharmacist:

Date:

Pharmacy Stamp

THIS FORM SHOULD BE RETAINED AT THE COMMUNITY PHARMACY.
Patient Exempt from Prescription Charges. Yes No

Client Exemption Status
To the Client. Please tick the appropriate box. I do not have to pay because:

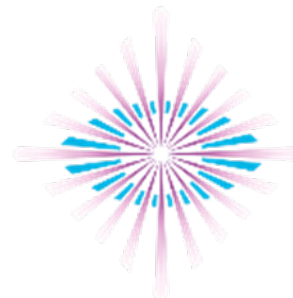
- I am under 16 years of age
- I am 16, 17 or 18 and in full time education
- I am 60 years of age or older
- I have a valid maternity exemption certificate
- I have a valid medical exemption certificate
- I have a valid prescription pre-payment certificate
- I have a war pension exemption certificate
- I am named on a current HC2 charges certificate
- I get income based jobseekers allowance
- I get income support or income related Employment & Support allowance
- I have a partner who gets PCGC
- I am entitled to, or named on a valid NHS tax credit exemption certificate
- I am the patient Patients representative

Declaration:
I declare that the information I have given on this form is correct and complete. I understand that if it is not, appropriate action may be taken. I confirm proper entitlement to exemption. To enable the NHS to check I have a valid exemption and to prevent and detect fraud and incorrectness, I consent to the disclosure of relevant information from this form to and by the NHS Business Authority, the Department for Work and Pensions and Local Authorities.

Signed:

Print Name & Address:

THIS FORM SHOULD BE RETAINED AT THE COMMUNITY PHARMACY





Patient **MUST** complete a patient questionnaire following the MECS appointment, that will be added to optomanger for the patient episode.



Patient Satisfaction Questionnaire

You have been able to access a Minor Eye Conditions appointment with your local optometrist for an eye condition which you have recently suffered. To ensure that the service has been set up to meet your needs, we are keen to hear your views regarding your experience of the service, and would therefore ask that you take a few minutes to fill in this short questionnaire.

1. Who referred you to the Minor Eye Conditions Service?

GP Optometrist Self Other

2. Were you happy with the level of choice of optometrists you were offered?

Yes No

3. Did you find the journey to see the optometrist easier than it would have been travelling to hospital for an appointment?

Yes No

4. In terms of the service that the optometrist provided?

	Please tick one box	
	Yes	No
a) Did the optometrist explain the details of the condition you were suffering?	<input type="checkbox"/>	<input type="checkbox"/>
b) If medication was prescribed, did the optometrist fully explain the reasons why you should use it?	<input type="checkbox"/>	<input type="checkbox"/>
c) Did you feel able to ask any questions regarding your condition?	<input type="checkbox"/>	<input type="checkbox"/>
d) Were your questions answered satisfactorily?	<input type="checkbox"/>	<input type="checkbox"/>
e) Did you feel that you were offered a professional service?	<input type="checkbox"/>	<input type="checkbox"/>
f) Overall, were you happy and confident with the service provided?	<input type="checkbox"/>	<input type="checkbox"/>

5. If this service was not available where else would you have attended?

A&E GP Walk in Centre Pharmacy



6. How likely are you to recommend this service to friends and family if they needed similar care or treatment?

Extremely Likely
 Likely
 Neither Likely or Unlikely
 Unlikely
 Extremely Unlikely

7. What age range to you fit into?

0-25 26-40 41-55 56-70 70+

8. Are you?

Male Female Transgender Prefer not to say Other

9. How would you describe your Ethnicity?

Asian or Asian British	Mixed	Other Ethnic Group
<input type="checkbox"/> Bangladeshi	<input type="checkbox"/> White & Asian	<input type="checkbox"/> Chinese
<input type="checkbox"/> Indian	<input type="checkbox"/> White & Black African	<input type="checkbox"/> any other ethnic group
<input type="checkbox"/> Pakistani	<input type="checkbox"/> White & Black Caribbean	
<input type="checkbox"/> any other Asian background	<input type="checkbox"/> any other Mixed background	
Black or Black British	White	
<input type="checkbox"/> African	<input type="checkbox"/> British	
<input type="checkbox"/> Caribbean	<input type="checkbox"/> Irish	
<input type="checkbox"/> any other Black background	<input type="checkbox"/> any other White background	<input type="checkbox"/> I do not wish to disclose this information

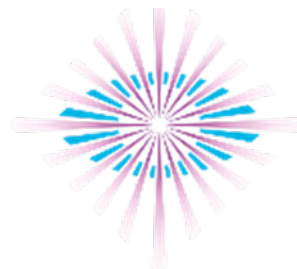
10. Do you have any further comments that you would like to make?

.....

THANK YOU FOR TAKING THE TIME TO FILL IN THIS QUESTIONNAIRE.



Primary Eyecare
Heart of West Midlands Ltd

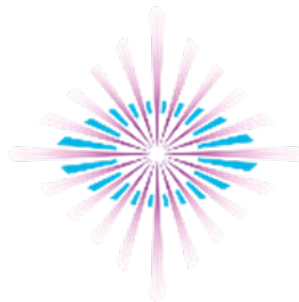


Wolverhampton LOC



DNAs

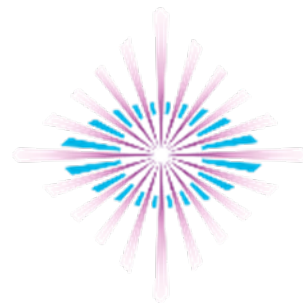
- Recording
- Must contact the patient





Complaints/Incidents/Service Issues

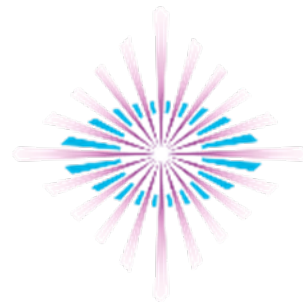
- Recording in Optomanager
- You're part of a service and must report matters that arise, whether large or small as well as staff changes, appointment unavailability and so on





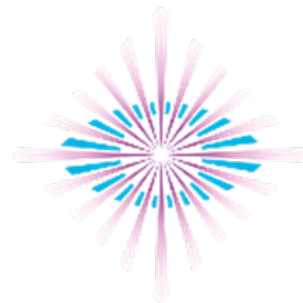
Claiming for Payment

- Invoices and payment all part of the Optmanager software





Optometrist & CLO Training

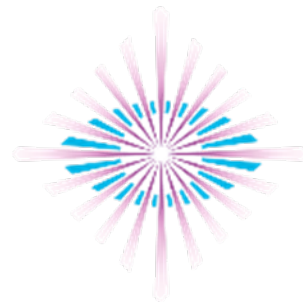


Wolverhampton LOC



Triage

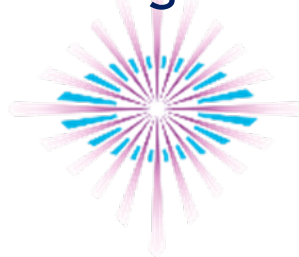
- All cases need Optometrist supervision - signature required on all triage forms
- Form to be kept for audit
- Staff training - what to do if you don't have an appointment?
- Interacting with other practices to help patients get appointments





Medications

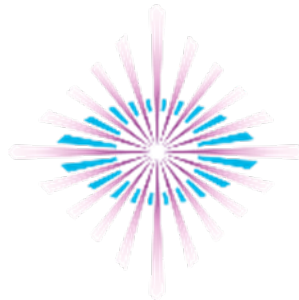
- Expanded range drugs can be given by signed order and pharmacy supply
- Checking eligibility for NHS prescriptions
- Checking pharmacy location
- MECS Formulary in Optomanager





Referrals

- Once the patient episode has been added to Optomanager an email must be sent to GP (and Hospital of choice) via NHS secure mail.
- The referral letter is generated as a PDF by Optomanager.
- This then added as an attachment to the email





Referrals

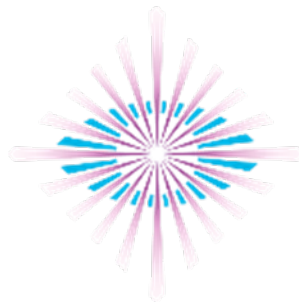
- Robust pathways in Optomanager for routine HES, urgent HES or GP referral
- Same day referrals - also phone ARC to confirm
- Most urgent referrals are expected to be 72 hours
- See guidance in Protocols document
- Correct patient phone number is vital





Referrals

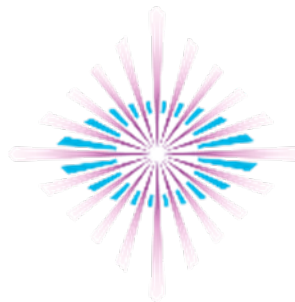
- You should follow the pathway not invent your own
- You should be careful to end your email to the correct location
- The patient must be given a copy of their referral notification





NHS Mail

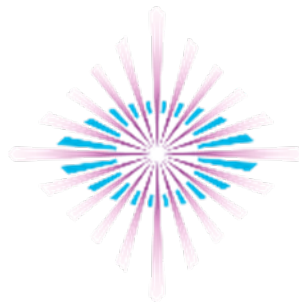
- NHS mail needs a little love and attention
- Its vital to the service as the only way you are allowed to send confidential patient information to someone else
- But passwords change regularly and so it needs frequent use and updates
- IT - bhupendra.patel@nhs.net





Communicating with HCPs

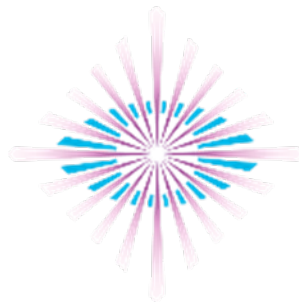
- NHS mail
- This is a central part of Optomanager & the success of the service
- At the moment you must generate the letters and emails
- Our area is ahead - most use fax





Complaints

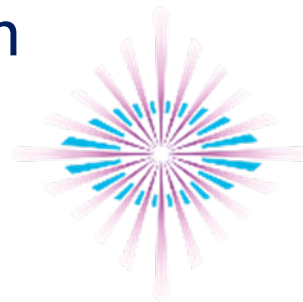
- All practices participating in the extended eyecare services are required to use the nhs complaints standards
- In addition practices are obliged to report any complaints, however small, to the contract holder, primary eyecare heart of west midlands ltd.





Optomanager - Communication

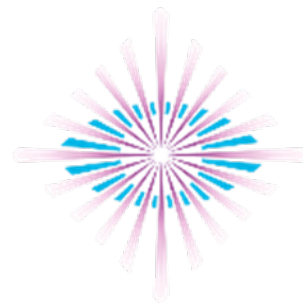
- Incidents, complaints and reports must be communicated
- It's easy to communicate them using the reporting system on optomanager and the CGPL will instantly get an email.
- At the moment this system is underused
- You might report a complaint, query or software issue using this system





Optomanager - Communication

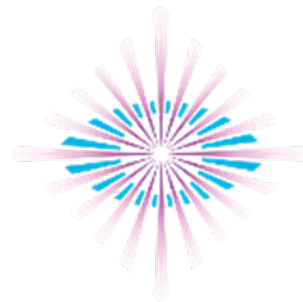
- Changes in staff, appointment availability
- Issues with pathways or referrals





Optometrist Training

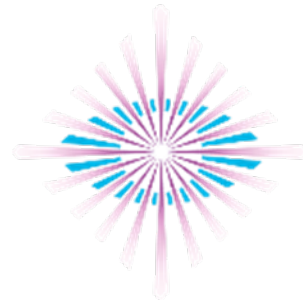
- Are you in the loop?
- Patient eligibility has changed





PEHOWM

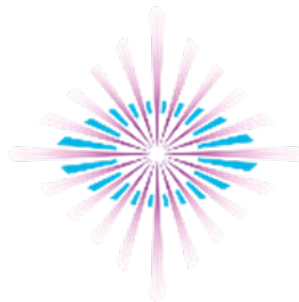
- Services now available for patients from Wolverhampton, Walsall, Sandwell & Solihull
- Expected services in Dudley (late 2017) & central Birmingham (2018)
- Different accreditation requirements





PEHOWM

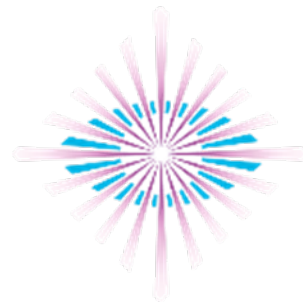
- Differing referral pathways
- Differing referral methods - e.g. fax
- Optomanager will guide you but great care needed





Appropriate Activity

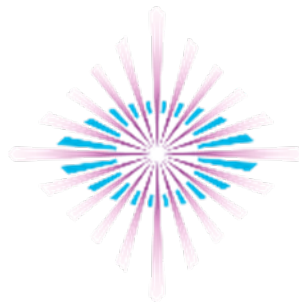
- Use guidelines from launch meeting
- You must decide if it is a MECS or an eye examination, the two almost ever take place at the same time





Pathways

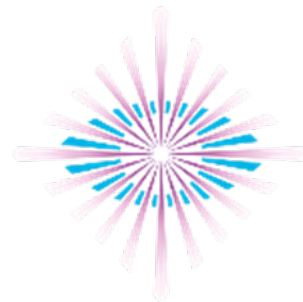
- How well do you know the protocols?
- Do you know where to find guidance





Pre existing conditions

- Nearly always excluded from MECS
- As are problems from very recent surgery





Optometrist Training Requirements

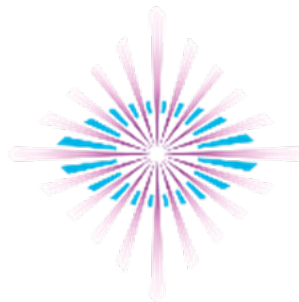
- MECS related CET
- Attendance at annual summer review meeting
- Expected attendance at LOC/PEHOWM events
- Are you ready for that challenging MECS patient?





Optometrist Training Requirements

- Future services?
- Glaucoma qualifications?

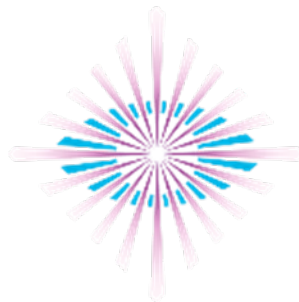




**“Don’t go to hospital
ask your
Optometrist”**



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