



**Shropshire, Telford  
and Wrekin**  
Clinical Commissioning Group

# Eye Care Transformation



# Background

## Long Term Plan

- The NHS Long Term Plan ambition to avoid unnecessary face to face outpatient attendances has become an urgent imperative as we respond to Covid19 and restore services
- Remove the need for up to a third of hospital outpatient attendances a year by 2023/24, avoiding additional expenditure and ensuring all patients can access digital outpatient care.

## Local Requirements

- Need to identify ways to redesign and ensure the most effective and efficient Ophthalmology function and eye care services & pathways
- Opportunity to transform – use of Virtual/remote reviews & consultations, PIFU, direct to test, increased use of A&G and improved integrated working, optimised role for community optometry
- Impact of Covid and backlog of long waits and referrals
- Planning Guidance and requirements of elective recovery
- System Sustainability – recovery, workforce, clinical capacity, outcomes and value for money

# Case for Change

- Anticipating the increasing need for services
- Need to reduce unnecessary face to face outpatient appointments
- Importance of early detection and prevention
- More joined up services across primary, secondary and community care
- Providing more services closer to home, when its needed
- Making better use of new technologies and developments in eye care
- Making better use of data and tracking people's care

# What the programme covers

Key areas of work that will be included in the eye-care transformation programme are:

- Referrals processes
- Outpatients transformation
- Integrated pathways across Primary/Community/Secondary eye-care and links with social care
- Multi-Speciality pathways (e.g. Giant Cell Arteritis, Hydroxychloroquine monitoring)

Areas of work not included in the programme:

- Ophthalmology Surgery
- Eye related Cancer Care

# Who we have been engaging with

- Staff across the whole health and social care system (mainly SaTH)
- Staff in community and primary care settings
- Independent sector eye care providers
- Patients
- Local Optical Committee
- GPs
- NHSEI
- General Public
- Healthwatch
- MPs
- Local councillors
- Town and Parish Councils
- Voluntary and Community Sector

# Completed engagement activity

- **Early insight work** – PALs feedback
- **Review of Healthwatch insight**
- **Public survey** – 262 responses
- **Attendance at local eye-care clinics**
- **Local groups** – in person and virtual
- **Public workshop** – 9<sup>th</sup> March (shared through the same routes as the survey, see above)
- **Clinician workshop** – 31<sup>st</sup> March
- **Independent provider workshop** – 5<sup>th</sup> April
- **Webpages on the CCG website** – currently includes the survey, engagement plan presentation, public workshop presentation and the case for change. This will be added to as the programme develops
- **Bespoke email address**

# Next steps

- Analyse and theme engagement insight and produce a consolidated engagement report
- Identify areas of focus and recommendations based on the engagement insight
- Share the report with the design group to inform design and development of future eye-care services
- Publish the engagement report and summary to share with those engaged and wider stakeholders including an update on next steps
- Produce monthly written progress updates
- Create videos describing the programme
- Q&A document for public and staff
- Virtual/face-to-face briefings for staff, clinicians and public
- Further engagement on proposals (informed by an EQIA)

**Thank you and any questions?**