

Ref: FOI/GS/ID 4227

Please reply to:
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Freedom of Information Act 2000

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to ophthalmology departments.

1. Do you provide a service to see urgent/emergency ophthalmology patients? What do you call this service?

E.g an Eye casualty/ rapid access eye clinic

2. Is it a walk in service or booked 9-5 or other (please explain)?

E.g 9-5 booked sessions Monday to Friday or walk in -

3. Do you have a telephone triage for new referrals? Who triages these calls and how?

E.g Nurse practitioner, staff nurse, doctor other

4. What type of staff work in your emergency clinic seeing patients? And how many are present per session?

E.g 2 Nurse practitioners, 2 doctors, (1 trainee, 1 non-training grade doctor) and an optometrist

5. How is consultant supervision provided? Do you have a Primary care consultant for eye casualty?

E.g by the on call doctor, supervision from clinic, Primary care/emergency ophth consultant

6. How many patients do you see on an average day, week & month? ??

7. Are follow up appointments made in the same emergency clinic? What proportion per day are follow up patients

8. What do you use to record the examination of patients?

E.g patient notes, eye notes, electronic/computer based patient records(please specify which one)

9. If you have one, what is the tariff cost allocated to new and follow up patients seen as an emergency in the Ophthalmology department?

10. Who sees and triages out-of-hours emergency patients? What is classified as out-of-hours?

E.g One on call doctor with consultant cover 5pm-9am, cover provided by another unit, walk in 24hours same as day time service. Weekend cover provided by a trainee and consultant all day. Initially patients are seen out of hours by staff in A&E & On Call Middle Grade & Consultant are available for

advice as the On Call is not a resident On Call however Middle Grade or / and Consultant will attend if required. Out of Hours considered 5pm

1. Rapid Eye Access Clinic

2. Patients have to be referred by their GP, Optician or via A&E. Referrals from A&E may be walked round if very urgent or we have capacity to see.

3. Senior Ophthalmology nurse or an Ophthalmology Dr triages the referral. Some west Kent Referrals are triaged by APCOS/COT before sending to OEC.

4. Ophthalmology Drs (Consultants, trust Drs, Training Drs) and senior nurses – numbers of staff and staff mix depends on day and/or number of staff available – not more than 3 staff seeing patients at any one time.

5. Run Alongside Consultant Led Clinics but is Supervised by a Consultant or Trust Dr

6. The OEC clinic activity between September 2016 – September 2017

	Daily Average	Weekly Average	Monthly Average
Attended Appts	39	187	821
DNAd Appts	2	8	35
Cancelled Appts	3	15	68

7. Not possible to give numbers as varies day to day.

8. Rapid Eye Notes, which are filed in Patient notes on completion with Rapid eye

9. New = £154.22 Follow-up = £58.80

10. Weekend cover provided by a trainee and consultant all day. Initially patients are seen out of hours by staff in A&E & On Call Middle Grade & Consultant are available for advice as the On Call is not a resident On Call however Middle Grade or / and Consultant will attend if required. Out of Hours considered 5pm – 9am weekdays, all day Saturday & Sunday and Bank Holidays.