

Ref: FOI/GS/ID 5837

**Please reply to:**  
FOI Administrator  
Trust Management  
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Email: mtw-tr.foiadmin@nhs.net

07 July 2020

## **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 Waiting Lists.

*You asked:*

- 1. How many patients do you have on your waiting lists who require a follow-up appointment in ophthalmology?*
- 2. Over the last year (i.e. from November 2018 to October 2019), how many patients exceeded the length of time requested by their consultant/doctor before being seen for an ophthalmology follow up appointment?*
- 3. How long had they waited past their target date? Please give the total number and also break down by the following categories.*
  - a. Under a month*
  - b. One month to six months*
  - c. Six months to a year*
  - d. Over a year.*
- 4. In how many of these cases was a harm review carried out?*
- 5. What are the criteria for carrying out a harm review?*
- 6. Did the harm reviews reveal any patients had come to harm (please give numbers and the degree of harm suffered)?*
- 7. Please also attach internal or external reports relating to issues with follow up appointments in ophthalmology.*

Trust response:

1. There are currently 21,124 patients on the follow up waiting list, but this is anybody that has an open pathway that has had a first attendance.

The breakdown of this figure is:

Oph – 18,853

Orth – 1,513

Pead Ophth - 758

2. The Trust has reduced the number of overdue waiters significantly this year:

Apr-19 5,203  
May-19 4,785  
Jun-19 4,392  
Jul-19 4,254  
Aug-19 4,232  
Sep-19 3,762  
Oct-19 3,418  
Nov-19 2,774  
Dec-19 2,616

We launched virtual clinics for Diabetic Screening patients in October 2019. These will increase in capacity from January 2020 and we plan to launch a virtual clinic for Glaucoma patients in February 2020.

3. The Trust does not hold this information in an electronically readable format and is unable to supply this information without the manual checking of patient records. The Trust has estimated that it will cost more than the appropriate limit to consider this part of your request. The appropriate limit is specified in regulations and represents the estimated cost of one person spending 3½ working days in determining whether the Trust holds the information, locating, retrieving and extracting the information. Under Section 12 of the Freedom of Information Act 2000 the Trust is not obliged to comply with this part of your request and we will not be processing this part of your request further.

4. 698 patients were reviewed.

5. Harm was identified as a loss of vision or visual field and any symptoms relating to the patients visual condition were also recorded. The degree of harm was classified as follows;

Loss of vision; Snellen's or LOGMAR	Degree of harm	Description of harm
1 LINE OR < 0.1	1	MINIMAL
1-2 LINES 0.2	2	MILD
3 LINES OR > 0.3	3	SERIOUS
0.4 or >	4	SEVERE
Total loss of vision	5	

6. One patient was reported as a potential incident of harm however subsequent investigation determined that the vitreous haemorrhage was a recognised complication of a long term health condition and would have occurred whether or not the patient had been followed up in the correct timeframe. No harm was suffered as a result of the delay to the follow-up appointment.

7. The Trust has contributed towards the following National Report.

<https://improvement.nhs.uk/resources/ophthalmology-national-report/>