

Date: 22/09/2017

FREEDOM OF INFORMATION REQUEST FOI/013631 – Ophthalmology

Please provide a description of the hospital your Ophthalmology department is in and approximate population served. E.g. Tertiary university hospital who serves a population of approx 500,000.

The primary catchment area for the Dudley Group NHS Foundation Trust is Dudley Metropolitan Borough with a population of 310,000 recorded in the 2011 Census, while typically 15-20% of the department's patients are from outside the Dudley area.

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

Urgent referral 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

No walk ins are accepted. These are booked sessions with urgent referrals from A&E, GP's and Opticians. Referrals are accepted Monday to Friday 08:30 – 16:30

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

E.g. Nurse prac, staff nurse, doctor other

Yes the patients are triaged by telephone by a nurse who will discuss the case with the medic in charge of the clinic at the time

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

There is a medic and 2 nurses present in the urgent referral clinic. The services of the rest of the department are available if required i.e. vision, fields tests.

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

There is a dedicated consultant per session to overview the clinic

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

For Outpatient Clinics in 2016, the average attendance during standard working week (Monday to Friday) was 114 per day.

The average attendance for Saturday was 82 per day, and 2.5 per day for Sunday clinics.

Average weekly attendance was 655 patients; average monthly attendance was 2840 patients.

If including all activity in 2016 (Outpatient, Inpatient and Day Case), the average patient attendance/admission rates were 109 per day, 765 per week and 3315 per month.

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

There is a facility to see follow up patients in the Urgent referral clinic if required but predominately the patients are referred to the normal clinics if required to be seen again.

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)

Eye notes, which are then filed in the full hospital health records for the patients

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?

£143.96 for a Consultant led New Outpatient clinic attendance.

£54.89 for a Consultant led Follow-Up Outpatient clinic attendance.

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.

Out of hours is covered by Birmingham Midland Eye Centre (BMEC). They take the calls for patients out of the hours indicated in question 2