

Ref no: 223180817
From: Commercial
Date: 18/08/17
Subject: Ophthalmology

REQUEST & RESPONSE

I am undertaking a project to find out more about how Ophthalmology departments run their emergency eye services around the UK.

Please could you answer my questions below or forward them to the clinical lead for Emergency eye care or Ophthalmology in your trust. Your answers to the questions would help greatly for my piece of work.

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.

DGH with a population of approx. 330,000

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 **Triage 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 **Booked appointment**

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

E.g Nurse prac, staff nurse, doctor other **Specialist Nurse Telephone clinic and Consultant paper referral review**

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

1 triage nurse and each doctor has 2 emergency slots per clinic average six doctors per session.

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

On call and shadow on call consultant. Consultants in clinic available to supervise

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

**203 referrals per week of which 26 urgents
Approx. 1000 of all patients per week**

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

No

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)

Papernotes then scanned to EDMS

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?

New £139 and FU £53

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

Joint on call with Aintree includes 1st on call and consultant on call.

On call is classed as after 5pm and weekends.