



Llywodraeth Cymru
Welsh Government

Prioritised Eye Care Plan Actions to 2018

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Foreword



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The past three years have seen the whole of the eye care community in Wales develop and organise themselves nationally and locally.

Working together to deliver the same aims of promoting eye health, from screening, case finding and monitoring services in the community to more specialist care when needed in both community and hospital settings and in local authorities, to provide support for those diagnosed with low vision and sight loss.

Significant progress has been made to meet the objectives set out in the Eye Health Care Delivery Plan (2013), adopting prudent health care principles and working in partnership with NHS Wales, social services, service users and third sector. We are not complacent and recognise there is still more to achieve and that progress in some areas has not been at the pace we had anticipated.

The provision of services for people with poor eye health, sight loss and the provision of their ongoing rehabilitation and support remain high on our agenda. This updated plan builds on work to date and sets out the priorities we will deliver to 2018. Of particular note is addressing the continued capacity deficit in order to meet the demand on hospital eye services.

Future service models need to ensure we use the full skills of the eye care workforce to ease

the pressure on hospital based services, making the best use of community optometry services to do this. We need to ensure specific data relating to patient reported outcome and experience measures are captured by NHS Wales and the whole ophthalmic workforce have access to the future peer review process, all designed to improve the patient's outcome and experience of care and support.

The Delivery Plan recommendations have been prioritised to take account of the challenges ahead and the other key cross cutting plans such as the Primary Care Plan, Ophthalmic Planned Care Plan, Mental Health Delivery Plan, Well-being of Future Generations (Wales) Act 2015 and Social Services and Well-being (Wales) Act 2016, the Health and Care Standards, 2015 and the Quality Delivery Plan.

We expect greater attention on the agreed aims and a faster pace of delivery to ensure we meet them. This requires strong leadership in many of our services to make the necessary changes.

If we continue to work collaboratively across the whole of the eye health and social care community, these priorities will be delivered. We will secure high quality effective services and support for all citizens across Wales.

What has been achieved so far?

This is the first 5 years of the Eye Health Care Delivery Plan, the Welsh Government and partners have been pro-active in undertaking what has already been achieved through the implementation of the Delivery Plan recommendations. The key successes are:

- The establishment of a Wales National Eye Health Care Steering Board, local Eye Health Care Collaborative Groups and Regional Partnership Boards, with stakeholder engagement from all sectors and Executive leadership. This has enabled the integrated collaborative development and delivery of services for people and to improve their experience.
- The development of primary care optometric advisors for health boards to help develop pathways of care. This has maximised patients' use of community optometric practices and provided care closer to home.
- We have worked together with third sector partners to deliver campaigns to raise awareness of Wales Eye Care Services. This has raised a stronger public awareness of the importance of eye health and how people should seek help and support if they have a problem.
- The certifications of sight impairment and severe sight impairment are now an NHS Wales outcome measure. The revision of the Certification of Visual Impairment form and process to make it more robust will overtime encourage the uptake of registration and data capture to inform future service planning.
- The development and implementation of the national, external quality assurance for WHC (2015) 11 Children's Vision Wales Pathway. This has enabled all children age 4-5 to have a vision screening test. In addition a specification for a service to ensure children with special educational needs are offered an annual sight test in school has been agreed.
- Training has been delivered to pharmacists, practice nurses, General Practitioners and receptionists about the eligibility and referral pathways for primary eye care services across Wales. This has raised awareness of the Wales Eye Care Service and improved sign posting for patients to access services timelier.
- We have worked together to review the Eye Health Examination Wales (EHEW) service to enable optometrists to improve the quality of referrals and enable discharge of low risk patients from hospital to primary care. More optometry practices are now EHEW accredited – offering quality assured primary care services.
- We have developed and implemented a national cataract pathway, which includes post operative care by optometrists in the community. The Focus on Ophthalmology cataract pathway utilises the efficiency of the EHEW service by eliminating from existing pathways elements that are of limited value or that represent duplication. This has improved the patient experience by providing care closer to home.
- Ophthalmic Diagnostic Treatment Centres for glaucoma have been established in all health boards to reduce pressure within secondary care, releasing additional resources to treat follow up high risk cases and utilising skills of nurses, orthoptists and optometrists. This has improved care and provided more timely access for patients.
- New pathfinder models in selected health boards to provide wet age-related macular degeneration assessment, treatment and/ or monitoring closer to people's homes are underway; these will be evaluated and reported by the end of 2017 so learning can be shared to develop effective models across Wales.
- We have worked with the national diabetes delivery plan group to ensure that retinal eye screening for diabetic patients is promoted and monitored. This has improved care and provided more timely access to care for patients.

- Launch of the Planned Care Programme and publication of the Ophthalmic Planned Care Plan to focus on capacity and demand modelling. This will enable sustainable eye care services and improve the patient experience.
- Over 90% optometry practices have been connected to the NHS Wales IT network, which will enable a link to hospital eye care services. In addition work will continue developing an electronic patient record to ensure people are referred more timely for treatment. These are important elements of IT improvements which will improve shared care and more timely access to care for patients between hospital and community services.

1. The priorities up to 2018

To increase pace, we are setting out clearly the 10 priorities we will deliver up to and through 2018. This builds on the earlier work and gives greater focus to key themes of the Eye Care Delivery Plan.

Under the priority theme of raising awareness of eye health and the need for regular sight tests we will:

1. Work with Public Health Wales and other partners, including third sector, to develop a plan to raise awareness of eye health and the need for regular sight tests to detect and prevent sight loss especially to groups of people who have a high risk of eye disease.

Under the priority theme of early detection of poor eye health and sight problems, targeted for people at risk, we will:

2. Deliver quality assured vision screening service to children in mainstream schools on school entry and a service that provides an annual sight test to children with special educational needs in schools.
3. Work with key partners, including primary care clusters to ensure good quality eye care is provided to frail older people, those with dementia and to people in care homes and residential care.
4. Ensure all optometrists practising in Wales are providing the enhanced Eye Health Examination Wales service to enable more people to be managed closer to home.

5. Work with Medical Directors and patients to revise targets for hospital ophthalmology services to incorporate measures for all patients (new and follow-up) based on clinical need and risk of irreversible sight loss.
6. Support integrated, efficient working and improve the safe communication of information by rolling out electronic optometry referrals and their prioritisation in hospitals across Wales, starting from January 2017. Alongside this we will appraise the options for an Electronic Patient Record to roll out across Wales.
7. Implement the priority actions of the Ophthalmic Planned Care Plan including the national cataract audit.
8. Develop workforce plans and identify training needs to support good standards of care and ensure education and training is available to support developments in eye care nationally across Wales; develop multi-disciplinary teams and care closer to people's homes.
9. Work to ensure that everyone entitled is offered certification as sight impaired.
10. Work with local authorities and Regional Partnership Boards to support the implementation of the Social Services and Well-being (Wales) Act 2014 with regard to sight impairment; key to this is the provision of rehabilitation and habilitation services in every authority to prevent loss of independence, loss of mobility, falls, isolation and depression in people with sight loss/vision impairment.

By having specific attention given to prevention, detection of those most at risk of sight problems and providing timely treatment, it is expected that health board eye health delivery groups will focus on the 10 key priorities to make a step change in eye health services. These themes support the principles of Prudent health care:

- Achieving health and wellbeing with the public, patients and professionals as equal partners through co-production
- Caring for those with the greatest health need first, making the most effective use of all skills and resources

- Doing only what is needed, no more, no less; and do no harm
- Reducing inappropriate variation using evidence based practices consistently and transparently.

The Diabetes Delivery Plan Board has identified two of the recommendations from the Delivery Plan (2016) that they will continue to prioritise. The eye health care community will help work with them and other partners, including service users and third sector to implement these two actions:

- To raise awareness of the need for regular diabetic screening amongst high risk groups; and

- To deliver timely, effective ophthalmic treatment for people with diabetic eye disease.

As part of the work being led by the Wales National Eye Health Care Steering Board and the Ophthalmic Planned Care Board, attention will focus on delivering the actions highlighted within the Community Health Council Report published in 2016 and the Health Inspectorate Wales report published in 2017. If additional actions are required, then these groups will provide a joint response regarding incorporating those into the existing action plans. Health boards eye care delivery groups will be responsible for developing action plans to draw together all eye health improvements into one overarching action plan that they will be responsible for monitoring.

Eye Health Delivery Plan 2017-2018 Key actions for Delivery

Action	How?	Lead	Implemented By	Progress Monitored By	When?
Work with Public Health Wales to develop a plan to raise awareness of eye health and the need for regular sight tests to detect and prevent sight loss especially for groups of people at high risk of eye disease.	<p>Actions in Public Health Wales Intermediate and medium term plan.</p> <p>Plan for delivery of public health actions in place.</p>	Public Health Wales	<p>Health board</p> <p>Eye Care Collaborative Groups and public health lead</p> <p>School Nurses</p> <p>Orthoptists</p> <p>Optometrists</p> <p>Optometry Wales</p> <p>Third Sector</p> <p>Welsh Government</p> <p>Communications team.</p>	Eye Care Steering Board	Plan agreed by April 2017
Deliver quality assured vision screening service to children in mainstream schools on school entry and a service that provides an annual sight test to children with special educational needs in schools.	<p>Report 2015-16 quality assurance review of screening and make improvements 2016-17.</p> <p>Seek funding avenue for special educational needs project lead.</p>	Children's Vision Advisory Group	<p>Health boards</p> <p>Eye Care Collaborative Groups</p> <p>School Nurses</p> <p>Orthoptists</p> <p>Optometrists</p> <p>Dispensing Opticians</p> <p>Local Authorities.</p>	Eye Care Steering Board	<p>First Screening Report by April 2017</p> <p>Second screening report by April 2018</p>

Action	How?	Lead	Implemented By	Progress Monitored By	When?
Work with key partners and primary care clusters to ensure good quality eye care is provided to frail older people, those with dementia and to people in care homes and residential care.	Establish task and finish group to develop a plan.	Chair of task and finish group	Care and Social Services Inspectorate Wales Older person's commissioner Optometrists Optometry Wales Ophthalmic Planned Care Board Health Boards Clusters.	Eye Care Steering Board Welsh Optometric Committee	Plan launched
Ensure all optometrists practising in Wales are providing the enhanced Eye Health Examination Wales service to enable more people to be managed closer to home.	Action in health board integrated medium term plans to provide training and support. Change referral route and pathways.	Eye Health Examination Wales Joint Committee	Health boards Optometric Advisors and Primary Care Leads Clinical Lead Eye Health Examination Wales Service Ophthalmic Planned Care Board Optometry Wales.	Eye Care Steering Board Welsh Optometric Committee	In health board Intermediate medium term plans 2017-18 All practices accredited April 2018
Work with Medical Directors and patients to revise targets for ophthalmology services in hospitals to incorporate measures for all patients (new and follow-up) based on clinical need and risk of irreversible sight loss.	Task and finish group established. Recommendations to Eye Care Steering Board.	Chair of task and finish group	Medical Directors Ophthalmic Planned Care Board Welsh Government Delivery Team Health board managers Patient Groups Third Sector.	Eye Care Steering Board	Task and finish Group to report to Cabinet Secretary by April 2017 Report to Eye Care Steering Board May 2017

Action	How?	Lead	Implemented By	Progress Monitored By	When?
<p>Support integrated, efficient working and improve the safe communication of information by rolling out electronic optometry referrals and their prioritisation in hospitals across Wales, starting in January 2017.</p> <p>Appraise the options for an all Wales electronic patient record by March 2017 with a view to rolling it out across Wales.</p>	<p>Complete pilots electronic referrals and patient referral system.</p> <p>Bid for Wales wide roll out via Welsh Government Technology Fund.</p> <p>Action in health board and National Wales Informatics Service Intermediate medium term plans.</p> <p>Engage optometry profession and health board IT leads to work with hospital eye clinics.</p>	<p>Informatics Service</p> <p>Health board IT leads</p> <p>Eye Care Collaborative Groups</p> <p>Ophthalmic Planned Care Board</p>	<p>National informatics management Board</p> <p>National Wales Informatics Service</p> <p>Ophthalmic Planned Care Board</p> <p>Directors Primary Care Optometry Wales.</p>	<p>Eye Care Steering Board</p> <p>Health board Eye Care Collaborative Groups</p>	<p>Develop business case by April 2017</p> <p>Primary care pilots complete April 2017</p> <p>National Wales Informatics Service & Health Board Intermediate medium term plans 2017-18</p>
<p>Implement the priority actions of the Wales Ophthalmic Planned Care Plan including the National Cataract Audit.</p>	<p>Action in health board IMTP.</p> <p>Health boards to collect, report & monitor capacity and demand.</p> <p>Extend the use of Ophthalmic diagnostic treatment centres for glaucoma.</p>	<p>Wales Ophthalmic Planned Care Board</p>	<p>Wales Ophthalmic Planned Care Board</p> <p>Health board Eye Care Collaborative Groups</p> <p>Medical Directors</p> <p>Ophthalmologists</p> <p>Ophthalmic Nurses</p> <p>Orthoptists</p> <p>Optometrists.</p>	<p>Wales Ophthalmic Planned Care Board</p>	<p>Health board IMTP. 2017-18</p> <p>New, Follow-up and treatment capacity available to meet demand by April 2018</p>

Action	How?	Lead	Implemented By	Progress Monitored By	When?
	<p>Discharge Ocular Hypertensive Treatments and Suspect cataracts to EHEW service.</p> <p>Work to improve cataract conversion rate – aiming for 80% for adult cataracts.</p> <p>Work to ensure optometry referrals for cataract include all appropriate and necessary information.</p> <p>80% post op cataract follow-up in EHEW service.</p> <p>Develop a sustainable wAMD services using non medical practitioners and community services.</p>				

Action	How?	Lead	Implemented By	Progress Monitored By	When?
<p>Develop workforce plans and identify training needs to deliver ophthalmology led multi-disciplinary teams and care closer to people's homes in primary care, where it is safe to do so.</p>	<p>Eye Care Steering Board Develop agree overarching Plan.</p> <p>Health boards to consider and put plans in Intermediate medium term plans.</p>	<p>Health boards</p>	<p>Eye Care Groups Royal College of Nursing British & Irish Orthoptists Royal College of Ophthalmologists Optometry Wales Ophthalmologists Nurses Optometrists Orthoptists Workforce, Education and Development Services.</p>	<p>Eye Care Steering Board</p>	<p>Plan approved Eye Care Steering Board May 2017</p> <p>Health Board Intermediate medium term plans 2017-18</p>
<p>Work to ensure that everyone entitled is offered certification as sight impaired.</p>	<p>Launch new Certification of Visual impairment.</p> <p>Ensure any training needs identified and met.</p> <p>Ophthalmologists to consider as part of their training day.</p> <p>Third Sector and Eye Care Liaison Officers to support.</p>	<p>Clinical Leads Ophthalmology</p>	<p>Health board multi-disciplinary teams Third Sector and Eye Clinic Liaison Officers Social Services Eye Care Groups Ophthalmologists.</p>	<p>Eye Care Steering Board</p>	<p>April 2017</p>

Action	How?	Lead	Implemented By	Progress Monitored By	When?
<p>Work with Local Partnership Boards and Local Authorities to support the implementation of the Social Services and Well-being (Wales) Act 2014.</p> <p>Key to this is the provision of rehabilitation and habilitation services in every authority that prevent loss of independence, loss of mobility, falls, isolation and depression in people with sight loss/impairment.</p>	<p>Develop resource of information of Needs.</p> <p>Develop resource of information and services.</p> <p>Disseminate.</p>	<p>Low Vision Service Advisory Group</p>	<p>Local authorities Local partnerships boards Social Services Improvement Agency Third Sector.</p>	<p>Eye Care Steering Board</p>	<p>Paper to Steering Board Oct 2017</p> <p>Disseminate 2017-18</p> <p>Review Plans April 2018</p>