

Ear, Nose and Throat (ENT), and ophthalmology community services and audiology and hearing aid services review

Engagement dates July - October 2014

Engagement Update

August 2015

1. Project background Executive summary

This engagement concerns a number of different services. The contracts for these services were coming to an end and the engagement was concerned with reviewing the following services with a view to re-procurement (a process which ensures we are paying for the right services in the right ways). **The services involved are detailed below, however this update deals with ophthalmology community services:**

Community ENT services - For the past three years, the Leeds CCGs have commissioned a city wide community Ear Nose and Throat (ENT) service. There are currently five providers working out at five different sites across Leeds. Each service currently includes a consultant, GP with Special Interest, together with specialist ENT nursing, and audiology support. Approximately 10,000 patients use these services each year.

Patients told us that they are generally happy with the community ENT services. However, feedback suggests that referral times from the GP to the community ENT clinics are too long, that patients are not always given a choice of location and that they want community clinics.

Audiology and hearing aid provision - For patients requiring a hearing aid assessment and fitting, a referral is made to the Hearing and Balance Centre (Audiology) based in secondary care(hospital setting). Approximately 500 referrals are received by this service each year. Patients generally access the Leeds General Infirmary (LGI) for their hearing services.

Patients told us they are generally happy with the service, however feedback suggests that that waiting times for hearing aid fittings are too long and that they would like better maintenance and aftercare. Patients would like community clinics and good parking facilities.

Community Ophthalmology - For the past 3 years, the Leeds CCGs have commissioned a city wide community ophthalmology (eye care) service. There are currently five providers working out at five different sites across Leeds. Each service currently includes a consultant, GP with Special Interest, together with specialist ophthalmology nursing. Approximately 4,200 patients use these services each year.

Patients told us that overall they are happy with community ophthalmology services, although feedback suggests that waiting times are too long, that patients are not been offered a choice of location or appointment time.

A survey and a focus group were used to gather the thoughts and experiences of patients, carers and the wider public. We asked patients about their satisfaction with the current services and how they would like to access services in the future. The survey was shared widely, including with;

- Patients in community and hospital settings
- Parents of children in ENT clinics
- CCG patient, public and voluntary sector networks; and
- GP practices in Leeds





The initial report made a series of recommendations to the clinicians and commissioners responsible for developing the service specification and contracts. This report can be found on our website here: www.leedswestccg.nhs.uk/get-involved/we-need-your-views/ear-nose-throat-services/


This first engagement update outlines the progress we have made so far in community ophthalmology and the extent to which we have implemented the recommendations from patients and the public.

Date	Progress
	Engagement plan presented at NHS Leeds West CCG PAG
July – October 2014	Engagement period
December 2014	Engagement report taken to the PAG and published on the website
August 2015	1 st ophthalmology update report

2. Recommendations

Recommendation	Extent met	detail
Look at how referral waiting times from GP to community ophthalmology clinics can be improved for appointments	✓	We recently increased the number of community ophthalmology providers in Leeds resulting in an increase of appointments which will reduce waiting times

<p>Look at how the different services refer into the community ophthalmology service to ensure patients are referred quickly and efficiently</p>		<p>Communication has been sent to all GPs confirming the new community ophthalmology providers and their locations.</p> <p>The CCGs have agreed to develop a consultant led ophthalmology delivery network (CLODN) which all providers are required to regularly contribute to, ensuring continuous work for improvement to eye health services in Leeds.</p> <p>The CLODN is working towards a single method of access into ophthalmology services</p> <p>Clinical pathways will also be reviewed and published to ensure all referring GPs and optometrists are aware of, and have access to information about the services provided by the community ophthalmology providers</p>
<p>Give patients an opportunity to routinely feedback about their service experience</p>		<p>Contracts for all providers require they provide evidence of patient satisfaction. The CLODN has visited each community provider to explore the different methods of seeking feedback from patients, with learning then shared across the city.</p>
<p>Where possible services to be accessed in one place, with good parking nearby and public transport links.</p>		<p>New providers are encouraged to locate their clinics in areas providing good public transport links and parking</p> <p>New providers are encouraged to provide appropriate investigations and technology at each location reducing the need for patients to attend various appointments, when there is the potential for consultation and investigations (if required) to happen at the same appointment.</p> <p>The new community ophthalmology providers were also encouraged to locate their services where there are good public transport links and good parking facilities where possible.</p>
<p>Where possible people should be able to access a clinic close to their home</p>		<p>Another Consultant Led Ophthalmology Delivery Network (CLODN) key principle was to ensure that all new community provider locations would complement the existing clinics and specifically locate in communities that did not have easy access to a community eye centre, therefore enhancing equal access.</p>

Look to providing appointments outside of traditional working hours		Recognising the importance of offering appointments outside of traditional hours all community ophthalmology providers are contracted to provide at least 2 hours per week outside of traditional working hours (Monday – Friday 9am – 5pm.)
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3. Progress

There are plans to recruit a patient leader (a patient, carer or member of the public whose role is to ensure the voice of the patient is heard in all decisions we make that affect patient care) to participate in the Consultant Led Ophthalmology Delivery Network (CLODN) in time for the next quarterly meeting in October 2015.

The CLODN will continue to develop and implement citywide approaches to ensure there are continuous improvements in the delivery of eye health services in Leeds.

The CCGs and the CLODN core team will continue to support those community ophthalmology providers who are not yet up and running as they identify suitable premises and prepare to begin service delivery.

Alternative formats

An electronic version of this report is available on our website at www.leedswestccg.nhs.uk or please contact us direct if you would like to receive a printed version.

If you need this information in another language or format please contact us by telephone: **0113 84 35470** or by email: commsleedswestccg@nhs.net

Jeśli w celu zrozumienia tych informacji potrzebuje Pan(i) pomocy w innym języku lub innej formie, prosimy o kontakt z zespołem ds. kontroli położniczej (maternity review team) pod numerem tel.: **0113 84 35470** lub poprzez e-mail na adres: commsleedswestccg@nhs.net

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Further information

If you would like any more information about this project or NHS Leeds West Clinical Commissioning Group, or have any questions or comments, please write to:

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