

## NHS Wakefield Community Ophthalmology Service

### REFERRER NEWSLETTER JUNE 2020

The NHS Wakefield Community Ophthalmology Service has been delivered by Operose Health (formerly known as The Practice Group) since 2013. Operose Health is one of the largest independent sector providers of community ophthalmology services to the NHS in England.



The service provides patients with:

- **Equitable, timely and appropriate access to ophthalmic and cataract care;**
- **Improved visual outcomes for patients post-surgery;**
- **High levels of patient satisfaction;**
- **Treatment at 3 convenient community locations;**
- **Access to safe ophthalmic care during the COVID-19 pandemic (please see pages 3 and 4 for further information on how we are keeping our patients safe at this time).**

#### Referral Eligibility

- Patients must be registered with an NHS Wakefield District CCG GP surgery
- Patients must be over the age of 18 years

#### Exclusion Criteria

All ophthalmology referrals are accepted by our service for triage and signposting with the exception of:

- Patients requiring Urgent/ A&E care including Trauma;
- Retinal screening;
- Suspected cancers which should be seen under the two-week cancer target;
- The testing, investigation and treatment of children.

#### Clinic Locations

- **Ashgrove Surgery**  
England Lane, Knottingley,  
Wakefield WF11 0JA
- **Church View Health Centre**  
Langthwaite Road, South Kirkby,  
Wakefield WF9 3AP
- **Lupset Surgery**  
George A Green Court, Wakefield,  
West Yorkshire WF2 8FE

#### How to refer patients into the service

GPs and Optometrists can refer patients into the service directly via:

- **NHS e-Referral System**
- **Email [eyes.operosehealth@nhs.net](mailto:eyes.operosehealth@nhs.net)**

## We welcome your feedback

We value feedback from all stakeholders as this invariably helps to improve our service offering. Please take a few minutes to take our survey to let us know how we are doing. To take the survey visit <https://www.surveymonkey.co.uk/r/WakeCOSRef>



Alternatively, if you have a mobile device you can scan the QR code to the left using a QR scanner App on your device. QR scanner Apps are available from both the App and Android Stores.

## Ophthalmic Education Videos

Did you know that together with Health Education England (HEE) we have developed a series of Ophthalmic Education videos for patients to help inform them about our pathways and their ophthalmic condition?



To view these videos please [click here](#). Alternatively, if you have a mobile device you can scan the QR code to the left

using a QR scanner App on your device. QR scanner Apps are available from both App and Android Stores.

## Service Performance

(Jan- Mar 2020)

- **96%** of surveyed patients were satisfied with our ophthalmology service
- **98%** of surveyed patients would recommend our service to their friends and family

## How to contact us

Email: [thepractice.cats@nhs.net](mailto:thepractice.cats@nhs.net)

Safe Have Fax:  
01924 552079 or 01977 502059

Telephone:  
01924 552 077 or 01977 502 057

Address:  
Operose Health Ophthalmology  
Rose House  
Bell Lane Office Village  
Bell Lane  
Little Chalfont  
Buckinghamshire  
HP6 6FA

## Patient Testimonials

*“Very pleased with my care!”*

*“Excellent service from start to finish Thanks”*

*“The Diagnostic Technician was lovely, she was informative and professional. A breath of fresh air.”*

*“Brilliant treatment. Staff were fantastic.”*

## COVID-19 New Safety Measures for Face-to-Face Appointments

At Operose Health we are committed to providing the best care for our patients. In response to the COVID-19 pandemic we have developed new safety measures inline with Government guidance to protect both our patients and employees. This has resulted in us changing the processes for booking face-to-face appointments and the advice we give to patients attending our community services clinics.

**Before attending your face-to-face appointment with our clinician, please:**



- Telephone us if you have any COVID symptoms:
  - high temperature;
  - new, continuous cough;
  - or loss or change to your sense of smell or taste;



- Tell us if you have been contacted via the COVID-19 test and trace system;



- Be on time to save from missing appointments. If arriving early please wait outside the building. Please come to your appointment alone but if you do attend with any family or friends we kindly ask that they remain outside the building;



- Wear a face covering - patients aged 11 or over visiting our clinics will need to wear their own face covering at all times while inside the surgery. A cloth face covering should cover your mouth and nose while allowing you to breathe comfortably. It can be as simple as a scarf or bandana that ties behind the head. Please visit <https://www.gov.uk/government/publications/how-to-wear-and-make-a-cloth-face-covering>;



- Always carry tissues and use them to catch your cough or sneeze. Germs can live for several hours on tissues so dispose of used tissues as soon as possible;



- Keep hands clean by regularly washing them thoroughly for at least 20 seconds with soap and water. Or alternatively use an alcohol-based hand sanitiser;



- On arrival to your appointment please follow any specific directions displayed within or outside the building.

## **As an organisation we are protecting our community services patients by:**

- **Regularly carrying out COVID-19 risk assessments to ensure we are fully compliant with current COVID-19 guidelines;**
- **Ensuring that our clinic staff wear appropriate Personal Protective Equipment (PPE);**
- **Adding breath shields to our Ophthalmology Slit Lamps;**
- **Providing hand sanitising equipment;**
- **Temperature may be checked upon arrival at site;**
- **Telephone screening all our patients before they are booked for face-to-face appointments. Patients will also be asked questions by our clinician on arrival for their appointments;**
- **Ensuring our staff observe social distancing measures keeping 2 metres distance at all times unless absolutely necessary;**
- **Booking fewer patients into our clinics simultaneously to lower the risk of exposure.**