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Freedom of Information Act Disclosure log - Reply Extract

You asked

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

See information above and the About Us page on our hospital website

<https://www.plymouthhospitals.nhs.uk/about-us>

1. Do you provide a service to see urgent/emergency ophthalmology patients? What do you call this service?

Yes we provide a service called Urgent Care.

2. Is it a walk in service or booked 9-5 or other (please explain)?

The service provided is for both walk in patients and patients booked into an appointment slot via telephone triage.

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

Yes we have a telephone triage for new urgent care/emergency referrals. These referrals are triaged by a nurse practitioner following urgent care triage protocols.

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

This will vary depending on staffing levels but our core numbers per session on a week day are –

1 Associate specialist or Specialty doctor

1 Trainee doctor

2 Nurse Practitioners

2 staff nurse or 1 staff nurse & 1 Health Care Assistant

Core numbers on weekend sessions-

1 Specialty Registrar

1 Nurse Practitioner

1 staff nurse or health care assistant

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

All urgent care sessions are led by medical staffing this can either be an associate specialist or specialty registrar.

Our specialty on call (24/7) arrangement for all other emergencies is covered by an on call consultant and an on call registrar.

Our lead clinician (primary lead) for Urgent Care is one of our Associate Specialists.

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

Daily weekday – average 50 patients

Daily weekend – average 18 patients

Weekly – average based on daily figures 286 patients

Monthly – average based on daily figures 1144 patients

This does not include telephone triage and patients given advice over the telephone.

7. Are follow up appointments made in the same emergency clinic?

Yes

b. What proportion per day are follow up patients?

Varies based on demand, normally up to half of the patients seen are follow up patients

8. What do you use to record the examination of patients?

We use an electronic recording system specifically designed for eye services called Medisoft.

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?

The national tariff for new and follow-up ophthalmology for 2017/18 is as follows:

First Attendance (Single Professional) £141

Follow Up Attendance (Single Professional) £54

Please note that where a procedure is performed the tariff is the same regardless of whether it is a first or follow-up, for example:

Retinal Tomography (19 years and over) £93

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

Outside of the hours of Monday to Friday 08:00-18:45 and Saturday to Sunday 08:30-13:45 patients with an eye emergency or sight threatening conditions should attend their local Minor Injury Unit, out of hours Doctor Service, contact NHS111 or attend the Emergency Department.

Patients will be triaged by the teams at any of the above. If they attend the Emergency Department and specialty input is required then the on call registrar for Ophthalmology is the first contact.