

BNSSG ICB
Bristol Eye Hospital
Enhanced Image
Referral Service

Introductions

❖ **Clare Bailey**

❖ **Consultant Ophthalmologist, Bristol Eye Hospital**

❖ **Serena Salvatore**

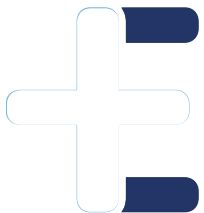
❖ **Consultant Ophthalmologist, Bristol Eye Hospital**

❖ **Mark Humphrey-Ali**

❖ **Vice-Chair, Avon Local Optical Committee**

❖ **Amy Hughes**

Clinical Lead (South Team), Primary Eyecare Services





Get in touch

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BNSSG ICB & BEH Enhanced Image Referral Service

Primary
+ Eyecare

Agenda

- ❖ **Mark**

 - ❖ **Introduction**

- ❖ **Amy**

 - ❖ **Overview of service pathway**

 - ❖ **Guide to new Opera module**

 - ❖ **Live demo**

- ❖ **Clare**

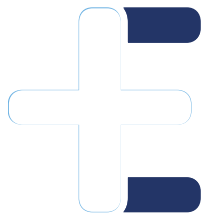
 - ❖ **BEH introduction**

- ❖ **Serena**

 - ❖ **Appropriate level of imaging:**

 - ❖ **what the BEH need to form a diagnosis and management plan**

- ❖ **Q+A**



Who are Primary Eyecare Services (PES)?



Single provider company formed by LOCs and supported by LOCSU.



Provide extended primary eyecare service via networks of established optical practices



'Optometry Federation' (Akin to GP Federation)



Presence in 29/42 ICBs, MoU with 54 LOCs, network of over 2,500 practices, over 670,000 episodes of care p/a, 630,000 patients.

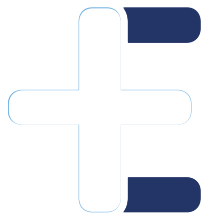


'High Quality Patient Centred Eye Services in Primary Care'



Enhanced Imaging Referral Service: Overview

- ❖ To provide enhanced macula referrals including OCT and retinal photography to Bristol Eye Hospital
- ❖ Service provided by accredited optical practices and practitioners through OPERA IT platform
- ❖ Practice fee per referral including imaging is £30
- ❖ Provisional launch date:
 - ❖ 1st July 2024: Test practices
 - ❖ Mid July onwards: All practices, phased



Service pathway and protocol

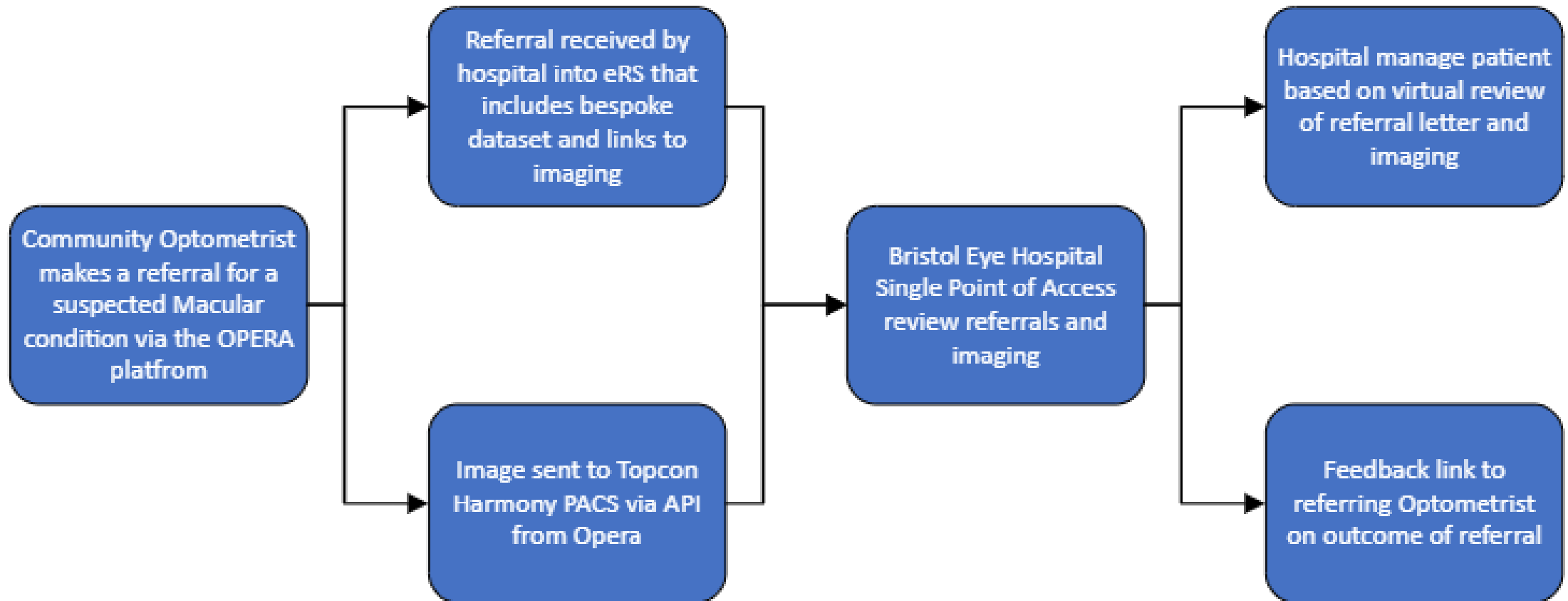
- ❖ Mandated clinical information provided through Opera module
 - ❖ Symptoms
 - ❖ Distortion present
 - ❖ Corrected visual acuities
 - ❖ Subjective refraction result
 - ❖ Examination of anterior segment
- ❖ Binocular OCT macula DICOM file (must be of appropriate quality)
 - ❖ **Centred on the macula**
 - ❖ **Of sufficient quality to allow clinical decision making of Trust retinal team.**
- ❖ Binocular colour photograph of macular
- ❖ BOTH eyes (to allow comparison to support diagnosis/management plan).



Outcomes


- ❖ Outcomes of the service are:
 - ❖ Patients will be managed by Bristol Eye Hospital, with or without a face-to-face appointment.
 - ❖ Feedback will be provided to referring practice via Opera
 - ❖ Please note; If the images provided are of insufficient quality for the BEH to decide a management plan, the referral becomes ineligible for this pathway. The patient will be brought in for face-to-face management and the referral will be exempt from the enhanced fee.





Opera overview

- ❖ Patient look up through NHS Spine
- ❖ Patient with BNSSG GP: Opera will check patient eligibility.
- ❖ “Drag and drop” imaging upload
- ❖ Referral directly through Opera
- ❖ Automatic GP notification of referral

- 
- ❖ Referral feedback directly through Opera
 - ❖ Invoicing directly through Opera

Enhanced Imaging Referral Service on Opera

1. Find or add patient to Opera
2. Add referral information
3. Add required imaging



4. Receiving feedback



Clinical Dashboard



OPERA 4.1.59

General

Documents

Practice Info

Practice Summary

Booked Appointments

Opera Events

Unread Messages

Red Tabs - These must be actioned 17

OPR Status

OPR04832411 TRIAGE DECISION: REFE 06-26

OPR04767715 PRESS RED TAB TO MAKE ORTHOPTIC REFERRAL 14-06-2024 15:24

Clinical Dashboard

Practice

- DOS Explorer
- Manage Patients
- Manage Referrals
- Practice Profile
- Practitioner Profile
- My Services
- Calendar
- Clinical Dashboard

Lead Contact

K

1 days)

182 Messages Unread

0 Upcoming Appointments

TARGET DATE - 21-08-2024

TARGET DATE - 01-02-2024

TARGET DATE - 26-10-2023

nts 0

ned

MARK AS COMPLETE

Refer to HES

MARK AS COMPLETE

14-06-2024

SCRDONOTUSE
XXTESTPATIENTDZAVK

01-00189 12

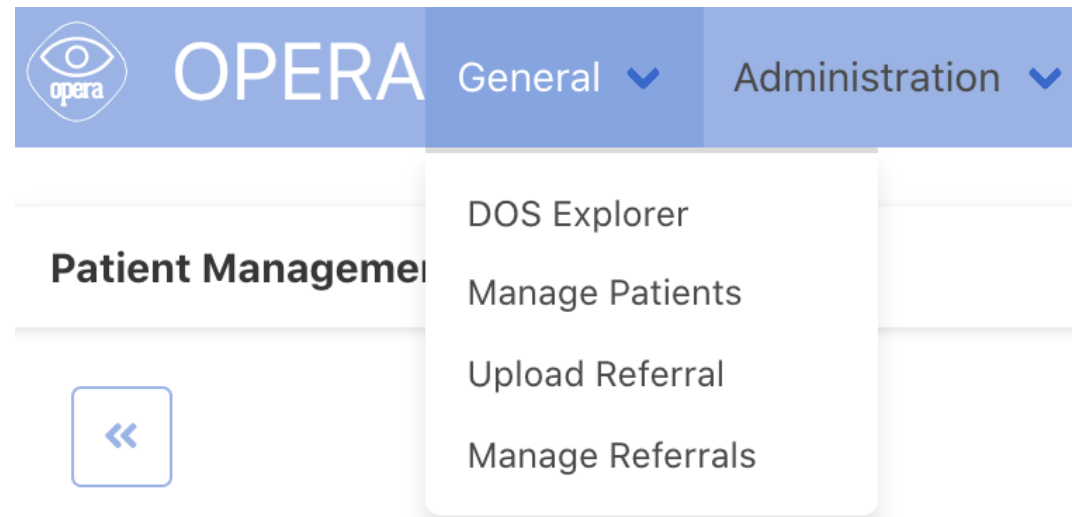


Adding a Patient onto OPERA

Primary
+ Eyecare

Adding a Patient

The patient record is the starting point of any activity within OPERA. To access the patient database, select the "Manage Patients" option from the General Menu:



Adding a Patient

Before adding a new patient, please ensure that the patient is not in the database. You can search using Surname, Forename or NHS number:

Patient Management

<<

NHS Number Date of Birth Surname 🔍

Surname **Forenames**

Patient Management

<< Page 1 >>

If you NHS Number Date of Birth Surname 🔍 [Quick Patient Add](#)

Surname	Forenames	D.O.B.	NHS Number	Gender	
i					



Adding a Patient

Simply complete the details as shown, minimum criteria is surname, gender and Date of Birth, more common surnames will require forename, there is no need to complete the postcode unless a patient is not found. You can also use the patients NHS number (if known).



Quick Patient Add

I know the patient's NHS number

I know the patient's details

i

Find a patient.

Adding a Patient -

If you are **unable** to locate the patient using the NHS lookup system, please ensure you have the patient details correct, add more or less search criteria and try again.

If it is still not possible to find them (and as a last resort), then press the Manually Add Patient button and complete the form.

Once a patient has been imported or created then you can begin to allocate clinical activity.

*NOTE: You will need to do this for **each patient episode** i.e. if second eye you still will need to add the patient to create a new episode on Opera for that post-cat assessment.*



Adding clinical referral information

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Patient Management

Page 1, Search: Surname = XXX*



NHS Number

Date of Birth

XXX  

Quick Patient Add

Surname 

Forenames

D.O.B.

NHS Number

Gender



Surname 

Forenames

D.O.B.

NHS Number

Gender



Enhanced Imaging Referral

XXTESTPATIENTDZAWB

SCRDONOTUSE

16-04-1970

9990243662

Male



Enhanced Imaging GOS18

Patient Demographics - V2 Production



Patient First Name

SCRDONOTUSE

Patient Second Name

XXTESTPATIENTDZAWB

Patient NHS Number

9990243662

Patient Date of Birth

16-04-1970

Patient Telephone Number

tel:01603444444

Patient Address

Flat 30 Dukes Palace Wharf

Street Address

Duke Street

Street Address Line 2

Waiting for population

City

NORWICH

State / Province

NR3 3AT

Postal / Zip Code

Patient GP Code

L84009

If no GP enter 'None'

Patient GP Practice Name

HADWEN MEDICAL PRACT.

Patient GP Practice Address

THE HADWEN MEDICAL PRACTGLEVUM WAY SURGERYGLEVUM WAY, ABBEYDALE

User GOC Number

01-25507

GOCName

AMY

First Name

HUGHES

Last Name

User GOC ODS

8J025

User GOC Practice

FDS CONSULTANTS, 6 TH

Patient Factors

- | | | | |
|--|--|---|---|
| <input type="checkbox"/> Advocate required | <input type="checkbox"/> Transport required | <input type="checkbox"/> Patient is a carer | <input type="checkbox"/> Hearing problems |
| <input type="checkbox"/> Military veteran | <input type="checkbox"/> Patient has an autism diagnosis | <input type="checkbox"/> Mental health issues | <input type="checkbox"/> Commercial Driver (Group II) |
| <input type="checkbox"/> Domestic Driver (Group I) | <input type="checkbox"/> Patient has learning disabilities | <input type="checkbox"/> Physical disability | <input type="checkbox"/> Patient is housebound |

Next



GOS18+ Consent, Carers and Record Access

OPERA Referrals



Date of Decision to Refer

25-06-2024

Date



Preferred Contact Number *

Carer Name

First Name

Last Name

Carer Contact Number

Interpreter Required

None



Consent to Access Eye Records *

PES clinicians can access eye care records in order to deliver direct care

PES may contact the patient via SMS, email, letter or phone regarding their direct care

Does the patient give their explicit Permission to View their Summary Care Record? They must consent to the record being available for all clinicians involved in their direct care to have access to these records. It is not necessary for a patient to consent to SCR access to facilitate a referral to any service *

Yes - the patient provides explicit permission to view their Summary Care Record

No - the patient does not want their Summary Care Record to be used within the referral pathway

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Visions & Refractions

OPERA Referrals



Test chart type used for distance VA

- Snellen
- LogMAR

Unaided R Snellen *

Unaided L Snellen *

Corrected R Snellen *

Corrected L Snellen *

Binocular VA Snellen

RE Near VA

LE Near VA

Binocular Near VA

Do you wish to report the findings of a refraction?

- Yes
- No - not done
- No - not possible

Refraction Method

Subjective Refraction

Date of Sight Test (if applicable)

25/06/2024

Cyclo Refraction:

No

	Sph	Cyl	Axis	Prism	Base		Sph	Cyl	Axis	Prism	Base	
R	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	-Select-	Distance	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	-Select-	
				Prism	Base					Prism	Base	
	Add	<input type="text"/>	<input type="text"/>	<input type="text"/>	-Select-	Near	Add	<input type="text"/>	<input type="text"/>	<input type="text"/>	-Select-	
												L

Clear

Back

Next



Conditions & Diagnosis

OPERA Referrals

Reason for referral

Macular Pathology

Affected Eye : *

- Right
 Left
 Both

Referral Urgency *

- Urgent Routine

Macular Pathology Provision Diagnosis *

Please Select ▼

Reason for referral (include any significant history) *

Type here...

Describe your findings to support the provisional diagnosis(es) provided above.

Medications and medical history *

Type here...

Describe your findings to support the provisional diagnosis(es) provided above.

Further clinical details if required

Type here...

Describe your findings to support the provisional diagnosis(es) provided above.

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Next



Macular Referral

OPERA Referrals



Has the patient noticed any distortion in their vision? *

Yes

No

Is the patient Diabetic? *

Yes

No

Does the patient have Hypertension? *

Yes

No

Are there any Anterior Segment abnormalities? *

Yes

No

Is there Right eye cataract? *

Yes

No

Is there Left eye cataract? *

Yes

No

Is there a Vitreous Haemorrhage present? *

Yes

No

IOP Right Eye *

IOP Left Eye *

Time of IOP *

:
Hour Minutes

IOP Instrument *

Please Select

Back

Next



Added imaging to referral

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Submission Details

OPERA Referrals



Referral must include a full OCT DICOM file and Image, centred on the macula, of sufficient quality to allow clinical decision making by the Trust retinal team.

Right Fundus Image *

Browse Files

Right OCT DICOM *

Browse Files

Right Additional File

Browse Files

Left Fundus Image *

Browse Files

Left OCT DICOM *


Browse Files

Left Additional File

Browse Files

Comments to the provider to help with referral allocation. Please include grading information if this is required for the referral here.

Submit Referral

 Print Form

Back



Exporting image files

- All files exported from your OCT will appear as .DCM format
- So which are OCT DICOMs and which are fundus photos/images? (can also download OCT summaries: images)
- Suggest rename each file as they are exported to make it easy to know which are which (e.g. OD fundus, OS fundus, OD OCT, OS OCT)
- Look at the file size!

Name	Date modified	Type	Size
▼ Today			
IM_1.2.410.200010.20240613073790.9990243662.1.0109962.dcm	25/06/2024 12:16	DCM File	5,044 KB
IM_1.2.410.200010.20240613073790.9990243662.1.0107936.dcm	25/06/2024 12:15	DCM File	5,021 KB
IM_1.2.16.840.1.114333.19702.1.11.1.454.20240613134744185007.dcm	25/06/2024 12:15	DCM File	65,569 KB
IM_1.2.16.840.1.114333.19702.1.11.1.454.20240613135721821011.dcm	25/06/2024 12:15	DCM File	65,569 KB
Photo_OS IM_1.2.410.200010.20240613073790.9990243662.1.0109962.dcm	25/06/2024 09:54	DCM File	5,044 KB
Photo_OD IM_1.2.410.200010.20240613073790.9990243662.1.0107936.dcm	25/06/2024 09:54	DCM File	5,021 KB
OCT_OS IM_1.2.16.840.1.114333.19702.1.11.1.454.20240613134744185007.dcm	25/06/2024 09:50	DCM File	65,569 KB
OCT_OD IM_1.2.16.840.1.114333.19702.1.11.1.454.20240613135721821011.dcm	25/06/2024 09:50	DCM File	65,569 KB
IM_1.2.392.200106.1651.6.2.10808617421130.3637340286.5.dcm	25/06/2024 09:50	DCM File	56,694 KB
IM_1.2.392.200106.1651.6.2.10808617421130.3637340305.2.dcm	25/06/2024 09:49	DCM File	56,694 KB

- We will aim to give a test NHS number to each practice to check they are comfortable with export/upload before processing first real referral



Submission Details

OPERA Referrals

Referral must include a full OCT DICOM file and Image, centred on the macula, of sufficient quality to allow clinical decision making by the Trust retinal team.

Right Fundus Image *

Browse Files

Photo_O...936.dcm

4.9MB

Right OCT DICOM *

Browse Files

OCT_OD ...011.dcm

64.0MB

Right Additional File

Browse Files

Left Fundus Image *

Browse Files

Photo_O...962.dcm

4.9MB

Left OCT DICOM *

Browse Files

OCT_OS ...007.dcm


64.0MB

Left Additional File

Browse Files

Comments to the provider to help with referral allocation. Please include grading information if this is required for the referral here.

Submit Referral

 Print Form

Back





Receiving feedback

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Receiving feedback on referrals

[Feedback on referrals - OPERA \(optom-referrals.org\)](https://optom-referrals.org)

1. Via clinical dashboard

	Date	Message
 Glaucoma Transfer	31/08/2023 00:00	NEW COMMUNITY GLAUCOMA TRANSFER - TARGET DATE - 31-08-2023
 Glaucoma Update	31/08/2023 00:00	OPR03212283 has had a glaucoma review completed with outcome continue in service. Please see Glaucoma Workflow for further details.



Receiving feedback on referrals

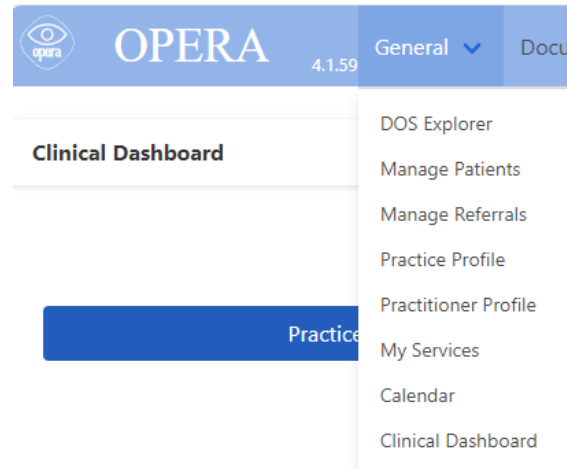
2. Via email




- If you have an NHS NET email, this will contain the full message, if you do not then the email will simply recommend that you login to see the message.
- We can send to all optometrists registered at your practice, or just to the referring optometrist and the named clinical lead.
- [Changing Email Preferences - OPERA \(optom-referrals.org\)](https://www.optom-referrals.org)



Receiving feedback on referrals

3. Under manage referrals



	OPR01145790	01-12345	PATIENT	TEST	JINKINSON OPTICIANS	SENT TO MREH VIA RAS ON 16/5/2022 - Updated response from provider: This is an urgent update for your referral. Please ask patient to attend the EED. Updated at: 2022-05-16 22:54:25	Completed	 
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Getting ready to provide the service

1. Practice and practitioners onboarded onto Opera
2. Expression of Interest Link completed



Onboarding/registering for Opera

There is lots of help and support on the Opera Help Centre:



Sign in to your account

Welcome back! Please enter your access info.

Min. length 1 expected.

Sign in

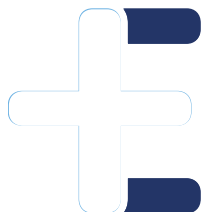
Forgot your password? [Reset it.](#)

[User Onboarding](#)
[Practice Onboarding](#)

Onboarding / Registration

A set of tasks to complete before your first live patient

- [Onboarding as a Practitioner for OPERA](#)
- [Inviting a Practitioner to access your Practice Opera account](#)
- [Create an administrator role](#)
- [Practice Onboarding](#)
- [QIO Tutorial - Optical DSPT Checklist](#)
- [Onboarding Webinar - November 2020](#)
- [Practitioner Profiles](#)
- [QIO Tutorial - NHS Standard Contract](#)
- [Transferring from Healthi](#)
- [ODS Codes](#)
- [Disclosure and Barring Service \(DBS\) checks](#)



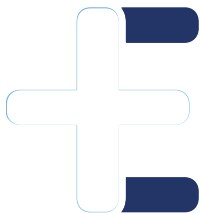
OPERA HELP CENTRE

There is a Help centre built into OPERA which provide step by steps on onboarding and the use of OPERA as whole. You can access this resource centre on:

<https://help.optom-referrals.org/>

OR

Go to the chat bubble on the OPERA page – type in your query and help guides will pop up to assist you. If you don't find the answer you are looking for, simply complete the enquiry fields to get direct support. Please provided as much detail as possible with the query you need support on, to ensure you get the answers you require in the quickest time! **hello@referral.support**



OPERA HOME PAGE: <https://app.optom-referrals.org/>



Sign in to your account

Welcome back! Please enter your access info.

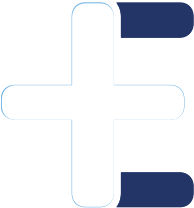
Min. length 1 expected.

Sign in

Forgot your password? [Reset it.](#)

Primary Eyecare

User Onboarding
Practice Onboarding





Any questions?