



# Optometry Newsletter

Summer 2024

## Issue Five 2024

In this issue you will find details on:

- NHS Mail
- PROMS Feedback relating to CUES
- DDICB contracted providers for secondary care Ophthalmology services
- Gentle reminders
- Update on Eyecare eRS (EeRS / Cinapsis system)

### NHS Mail

Just a gentle reminder to practices with NHS Mail. They have an 'Active and Inactive' period of 30 days.

Please contact the National team on 0333 2001133 selecting option 1 if you experience any issues and they are able to authenticate and unlock the account.

Further information and NHS FAQs can be found here:

[NHSmal frequently asked questions \(FAQs\) for users managed by the National Administration Service \(NAS\) – NHSmal Support](#)

For any Primary Care Optometry enquiries. Or any information you may feel of benefit to include in future issues please do not hesitate to contact us at [ddicb.optometry@nhs.net](mailto:ddicb.optometry@nhs.net)



### PROMS Feedback

In relation to the CUES, Primary Eyecare have captured the PROMS feedback received for the period 2023/24. Some great comments have been recorded and here is a snapshot of some of the positives we wanted to share with you....

"Very professional caring service from beginning to end of appointment."

"Excellent service and the fact I had an appointment within hours. Took all my anxiety about my condition away. Very understanding and kind optician. I would definitely recommend".

"I have an 87% risk of the retina detaching. I filled in a triage form at lunchtime and returned later for an appointment. This is a vital service done in an opticians rather than having to wait hours in A&E when it is not necessary. I am fully informed as what I now need to be aware of."

"It was easy and quick to get an appointment. The screening questionnaire was comprehensive. The optician was very professional and friendly and explained everything clearly. The examination was exceptionally thorough. I left feeling calm and confident that my concerns had been taken seriously and investigated fully."

"Just thought all the staff were extremely accommodating. They explained things thoroughly in terms I could understand so big thumbs up to all. Thank you".

"Absolutely brilliant service can't thank the optician enough my eye feels loads better it was only a ingrowing eyelash but it caused so much irritation thank you".

*thank you!*

## DDICB contracted providers for secondary care Ophthalmology services – June 2024

NHS Derby and Derbyshire ICB contracts with a number of NHS and Independent Sector providers for secondary care Ophthalmology services in Derbyshire – there have been recent changes to these contracts, please destroy any previous versions of this information that you may have. These contracts and services are detailed below for your information.

Providers with a contractual arrangement with Derby & Derbyshire ICB have had all due diligence checks undertaken and are obligated to adhere to all DDICB policies, so as such the recommendation is to refer to those listed below.

Contracts in place for secondary care **Cataract Surgery services** in the following areas of Derbyshire with:

- Chesterfield Royal Hospital
- University Hospitals Derby and Burton
- Newmedica Chesterfield
- Practice Plus Group (PPG) – Chesterfield
- Spamedica Chesterfield, Derby and for High Peak and Glossop patients - Manchester, Sheffield and Oldham sites

Contracts in place for secondary care **Age Related Macular Disease (AMD)** services in the following areas of Derbyshire with:

- Chesterfield Royal Hospital
- University Hospitals Derby and Burton
- Eyecare Medical – High Peak

Secondary care for **Glaucoma** services. Both acute providers; Chesterfield Royal Hospital and University Hospitals Derby and Burton.

Our patients also have a choice of a range of other NHS hospitals around Derbyshire. including:

- Sheffield Teaching Hospitals NHS Foundation Trust
- Nottingham University Hospitals NHS Trust
- University Hospitals of Leicester NHS Trust
- Sherwood Forest Hospitals NHS Foundation Trust
- The Rotherham NHS Foundation Trust
- Stockport NHS Foundation Trust
- East Cheshire NHS Trust
- Manchester University NHS Foundation Trust
- Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust



A gentle reminder to providers to submit claims on the Derbyshire ICBs Enhanced Service Portal each month.

Please can we ask that any changes of ownership or change in company bank details are reported asap to both [ddicb.optometry@nhs.net](mailto:ddicb.optometry@nhs.net) and DDICB Finance Team [ddicb.financialservices@nhs.net](mailto:ddicb.financialservices@nhs.net) thank you.

## Update on Eyecare eRS (EeRS / Cinapsis system)



The deployment of Eyecare eRS will be phased across Derbyshire with providers coming onboard as soon as possible. Currently one provider is live with Eycare eRS this is the Community Eyecare Service – the Triage and Treat (North) Community Eyecare Service based at Wheatbridge GP practice. The service went live on 30th April 2024 and has since onboarded 23 optical practices who have submitted a total of 35 referrals. Opticians have fed back that the referral process is easy and quick whether they are completing the referral manually, fully integrated, upload of a GOS18 or a prepopulated GOS18. Wheatbridge have also found the process straight forward and now have access to GP Connect to view patient's GP data during the triage process.

The Eyecare eRS project team and Cinapsis are currently working with the remaining providers to activate their services as soon as possible. UHDB and the Independent Sector Providers are forecast to go-live by late July with CRH and Sight Support's go-lives to be confirmed. As these remaining providers go live opticians will be informed in waves based on the providers deployment plans.

In addition to the 23 Derbyshire Opticians who are live with Eyecare eRS, a further 35 practices are eagerly waiting the southern providers go-live and 7 are in the process of onboarding. Onboarding support is available for any opticians yet to sign up to Eyecare eRS and an EeRS WhatsApp group will be available for live sites to access peer support, which will be managed by the LOC leads and EeRS Project Manager.

Onboarding Link: [https://6672093.fs1.hubspotusercontent-na1.net/hubfs/6672093/Midlands%20Onboarding%20Doc\\_V1.1.pdf](https://6672093.fs1.hubspotusercontent-na1.net/hubfs/6672093/Midlands%20Onboarding%20Doc_V1.1.pdf). For data compliance to access EeRS: Opticians need to be complaint with the Data Security and Protection Toolkit (DSPT). Please check your organisation's DSPT status [here](#), and/or contact the EeRS Project Manager: Nicola on 07799 633778 or [nicola.lakin@nhs.net](mailto:nicola.lakin@nhs.net).

### Eyecare eRS Onboarding Process

The Lead Clinician or General Manager will need to access the Eyecare eRS / Cinapsis system link and create an account, completing the organisation setup and management training, including:

- Organisation details, name, address, generic emails
- Verification of Data Security and Protection Toolkit (DSPT) status
- Review and approve Data Protection Policy DPP (also known as Data Protection Agreement: DPA). *Please note many multiples HQs have already signed the DPP on behalf of individual practices/branches.*
- User management and the addition of users (admin, secretarial or clinical)

Additional users will then need to be sent access links from their Lead Clinician / General manager to:

- Setup their individual accounts
- Undergo training (~30 minutes virtual training)

Go-Live dates for each provider will be announced as soon as possible.