

# NORFOLK & WAVENEY LOCAL OPTICAL COMMITTEE

## MEETING MINUTES 11 SEPTEMBER 2024

A meeting of the Norfolk & Waveney Local Optical Committee held on-line via Zoom was called to order by Deborah Daplyn (Joint-Chair) at 19:30 on 11<sup>th</sup> September 2024

**PRESENT:** Ed Adkins, Hannah Castley, Charlotte Berryman Elizabeth Bunn, Deborah Daplyn, Ali Ganiwalla, Michelle Horn, Roger Lee, Julien Nelson, Niall O'Brien, Ian Sinha, Linda Vernon-Wood, Peter Hutchinson (Administrator)

**APOLOGIES FOR ABESENCE:** Dan Rosser,

**OBSERVERS:** Fionnuala Kidd – LOCSU Eastern Area Optical Lead; Representative, Wasim Sarwar PES Representative

### COMMITTEE MEETING MINUTES

**NEW DECLARATIONS OF INTEREST:** None

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##### 1) PES Report:

- a) **PES LOC engagement day:** Wednesday 3<sup>rd</sup> October 2024 at PES Manchester Head Office is an opportunity for LOCs to engage directly with PES management. Co-Chair agreed to attend if possible; she needs to check her diary first. She will confirm with PES representative at a later time.
- b) **PES discussions with NHS111:** efforts are being made to streamline the way in which NHS111 refers patients to CUES. PES is looking for ICB approval to emulate a pilot project running in Manchester where an email referral is sent from NHS111 to the HUB; the patient is then contacted by the HUB within 30 minutes to check eligibility for the service followed by an on-line consultation with a HUB Optometrist with 4 hours. This scheme has been shown to reduce referrals to GPs and A&E so concerns about increased costs voiced by ICB will hopefully be addressed. If this goes ahead the scheme will be rolled out in Birmingham and the Black Country, necessitating an increase in capacity at the HUB.
- c) **Patient complaints about prescription charges:** PES has been made aware of complaints to the ICB from patients who have been unhappy at having to pay for drugs prescribed through CUES. In Norfolk & Waveney there is no Medical Prescribing Service so prescriptions issued following CUES have to be purchased privately. PES will send a message to practices asking them to ensure that where patients are eligible for free NHS prescriptions they are advised they can buy the prescribed medicine over the counter or discuss with their GP and request an NHS prescription.
- d) **Glaucoma OHT Monitoring Module:** now live on OPERA. Tom Mackley – the lead on this project- is in discussions with NNUH to assist them in adopting the updated service. A meeting with JPUH has been arranged to set up staff training too.
- e) **PES and ICB practice visits:** These proved useful in confirming how well the Community Services are operating in different types of Norfolk practices. The reaction was positive which leading to hope that relations with the ICB have been strengthened which will lead to greater cooperation in the future.
- f) **Cataract Referrals:** PES offered to provide a triage service for all cataract referrals but the ICB chose to use instead the West Norfolk Referral Centre until March 2025 when it will be reviewed again.
- g) **CPD Presentations:** two CUES training modules (2 CPD) will be presented back to back on 23<sup>rd</sup> September. The first is on "Pathways & Protocols" followed immediately by "Referrals" this method is being used to cover the whole subject in two hours over one evening. The lectures

are open to Optometrists, Dispensing Opticians and support staff. A notification will be sent to all LOCs for dissemination to all practitioners. It is planned that a "Triage" talk, aimed at reception staff will be announced later in the year.

- h) Question:** *Which Surgery Bases are using OPERA to discharge post cataract patients?* NNUH and New Medica; Spa Medica are on board – positive discussion with JPUH – waiting for a response from QEH King's Lynn. ACES not contracted to Norfolk & Waveney ICB – ACES uses Cambridge (Peterborough) protocols. N2S not using OPERA. In short no new providers have been added to the OPERA users list.

Five new practices have joined the cataract post-operative service as a result of recent contact and encouragement from PES. Vision Express stores not engaging due to complication with Head office discussions. Some Scrivens practices are participating but others have declined.

- i) Question:** *Any movement on the re-design of the CUES pathway?* Some changes have been incorporated in CUES v2.0 to come into line with National Specifications. Discussions with ICB ongoing to agree to OCT being included following a GOS examination which if agreed will require a developmental update in OPERA. Telemedicine requirement will be removed in the new CUES module but there is no timeframe for delivery.
- j) Question:** *Is it possible to make patient email address automatically populate the field in the last page patient feedback page similar to the way that phone numbers appear?* This will require a new field in the Screening page to add the patient email address – this possibility will be asked of the development team.
- k) Question:** *GP administration teams are finding Patient Notification Letter confusing with patient referrals – can this be clarified?* This has already been addressed in the new CUES module. GPs will receive emails saying "Notification – NO action Required" or "Referral – Please Action"

## 2) Minutes from Committee Meeting 10<sup>th</sup> July 2024 - were approved and adopted.

### 3) Action Log: Completed items moved from active list and some new ones added – see Action Log

- a) Research contacts for LMC, LDC, LPC to improve cooperation and arrange a meeting –** received all contact details apart from dentists. Trying to set a date for the meeting.
- b) Compile a generic Practice Referral Procedures document and circulate to committee:** Co-Chair has produced a comprehensive Referral Guidelines template for discussion
- c) Ask Janice Shirley what is the current position with ACES and N2S** ACES Not willing to participate in Norfolk & Waveney post-cataract referral scheme. They issue their own form for completion by optometrists following examination – only practices registered with ACES receive £43 fee. Advice to practitioners from LOC not to complete the form if no fees is offered. N2S similarly are not working via PES and OPERA but are paying for post-op cataract forms to be completed.
- d) RMS not supplying Patient leaflets describing cataract service options – complain to ICB:** Booklet replaced by a single A4 sheet issued by the West Norfolk Referral Centre on request. The Patient Leaflet has been distributed by email to all practices and has been uploaded to the website.  
Note: West Norfolk Referral Centre will process all cataract referrals from 14<sup>th</sup> September to 31<sup>st</sup> March 2025 when it will be reviewed by the ICB.  
**Comment:** *Letter needs some attention to address duplications etc.* – volunteer to address and circulate new version.  
Request: *Include a link to the Glaucoma Monitoring Service pathway in the Patient referral letter.*
- e) New cataract Referral Form:** the new form contains boxes requesting insertion of BCVA 6/12 and BCVA 6/18 which have been removed on later edition of the form. Email address has been changed correctly to West Norfolk Referral Centre. Co-Chair to re-examine and report back

### 4) Referral Guidelines Document: The Chair noted she has received some complaints about the difficulty of finding referral guidelines on the website and asked if a new page detailing all the relevant information can be uploaded with 'single click' availability. A comprehensive table of referral information was shared, showing all HES and ISP providers in Norfolk & Waveney, plus those in the border areas of surrounding counties. The committee was asked to comment on its factual accuracy and ease of use. After some discussion it was concluded it is too complex to be

checked at the meeting so it will be circulated to the committee for later inspection. A second Referral Guidelines template document was tabled which aims at to present a standard format for referral information for all HES sites. The concept was accepted but it was agreed it should be re-configured in table format using the detail contained in the previously considered and emergency referral detail more bold then circulated to the committee for comments. The Referral Guidelines webpage to be made accessible to all users by replacing the Covid-19 top menu tab. It was noted that the template document containing contact information will need another referral document explaining the procedures to be followed when referring to each hospital. This is to be addressed at a later date.

**5) Generic Email Addresses:** Advice has been received suggesting the LOC should be using generic email addresses e.g. [admin@norfolkwavennyloc.org.uk](mailto:admin@norfolkwavennyloc.org.uk) rather than personal addresses being used currently. At present email accounts associated with the norfolkwavennyloc domain are being used to receive mail but cannot be used to send mail. In order to send mails a mailbox must be created for each account. Gary Pooley (Steel Media Ltd.) was contacted and he has provided the following information on different mail box options and the associated costs:

*Starter email boxes (up to 500MB storage) - £3 per mailbox per month.*

*Standard email boxes (up to 2GB storage) - £5 per mailbox per month.*

*Pro Microsoft email boxes (up to 50GB storage with shared calendars) - £7 per mailbox per month, or included with full Office software licence (Word, Excel, Powerpoint etc.) for £12.50 per licence per month.*

*NB. It is not possible to have a mixture of Starter and Pro mailboxes – all mailboxes must be the same type.*

*Forwards/aliases are free.*

I was agreed to ask for Standard mailboxes(upto 2GB storage) at £3 per box per month to be set up for the Chair, Secretary, Treasurer and Administrator with forwarding as follows:

Email Address to Forward	Destination address	Delete?
admin@norfolkwavennyloc.org.uk	petermhutchinson@gmail.com	NO
chairman@ norfolkwavennyloc.org.uk	dapluns@hotmail.co.uk	NO
	horn1shellsey@ hotmail.co.uk	NO
secretary@ norfolkwavennyloc.org.uk	info@adkinsopticians.co.uk	NO
enquiries@ norfolkwavennyloc.org.uk	secretary@ norfolkwavennyloc.org.uk	NO
honsec@ norfolkandwavennyloc.org.uk	NONE	YES
info@ norfolkwavennyloc.org.uk	secretary@ norfolkwavennyloc.org.uk	NO
treasurer@ norfolkwavennyloc.org.uk	vw42@icloud.com	NO
	lottiebarber@hotmail.co.uk	NO

## 6) Education & CPD:

- a) Barry Newman of Spa Medica has been replaced by Victoria who will arrange to provide a presentation with CPD points and a buffet at a date to be agreed.
- b) It is confirmed that Stuart Wellings will provide a 2 hours Peer Review (6 CPD) in March 2025.
- c) ACES asked to provide a lecture at the Fakenham site. Agreed to get back and thank them for the offer but will set a date sometime next year.
- d) LOCSU Peer Review can be selected from a range of topics to run in June 2025 at AGM as a face to face event at Dereham Town Football Club.
- e) It was suggested that one of the hospital trusts is approached for a lecture to be presented at a date in 2025. With a topic and date agreed CPD points can be arranged. A topic of Angle

closure glaucoma and the associated referral guidance is a subject that may be welcomed by local optometrists.

## 7) Financial Report

## 8) Financial Report

- a) Copies of the bank statements Aug-Sept have been sent to committee members.
- b) The Financial report shows figures are in line with the budget to date
- c) **LOCSU domiciliary providers refund** received and shown as Other Income
- d) **Payroll run** will be delayed by one day or two this month

Norfolk & Waveney LOC Financial Report 11 Sept 2024		
Income	Year to date	Budget Y/E
Levy Collect LOC & LOCSU	£29,588.62	£69,000.00
Bank Int	£185.31	£500.00
Other	£139.47	
<b>Total Income</b>	<b>£29,877.44</b>	<b>£69,500.00</b>
Expenditure		
Admin lees	£2,531.98	£5,920.00
Admin travel	£28.80	£35.00
Payroll	£9,064.58	£31,500.00
Meeting Rooms	£0.00	£200.00
Website	£180.00	£180.00
Offloe costs	£175.00	£500.00
Training &NOC	£0.00	£200.00
AGM, CET & Misc	£0.00	£800.00
Payment to LOCSU	£14,794.29	£34,500.00
<b>Total Exp</b>	<b>£26,774.65</b>	<b>£73,835.00</b>
<b>Income less Expenditure</b>	<b>£3,102.79</b>	<b>-£4,335.00</b>

## 9) LOCSU Report & update –

- a) **Eastern Area Regional Conference;** Tuesday 12<sup>th</sup> November in Colchester would be good for several N&W LOC members to attend. There is no cost to attend the ROC but any travel costs will not be covered by LOCSU. Two members confirmed and three others are considering attendance.

## 10) Web Manager Report: previously circulated report:

- a) Total Website Registered Members: 210 (+27 registered but NOT activated)
- b) 733 User Visits of which 107 were account log-on  
Pages visited 6264:  
File Downloads: 296
- c) Three new accounts opened - details sent to Ed Adkins.
- d) Examination of the list of website accounts revealed 4 registered members who do not have a GOC Registration number. Administrator is to email the four account holders and ask if they are still active in local optical practice and if so to confirm their details otherwise delete the website account.
- e) Administrator Post enquiry has been received from Bryony Spenceley, a locum Dispensing Optician who is planning to move to Norfolk and is considering applying for the role. She has previously asked if the post is offered on a contract of employment as this would assist her when applying for a mortgage and the nature of the remuneration. She was informed that the successful candidate will have to be self-employed. The Administrator has sent her a copy of his Terms of Service and indicated how much time is involved in the work each month. It was suggested a remuneration of £15 to £25 per hour dependant on experience with website management. Co-Chair to contact LOCSU for advice before getting back to Bryony Spenceley.

## 11) Practice Address update:

- a) Cecil Amey Optician has taken over the Pennington Opticians practices in Beccles, Loddon and Lowestoft.
- b) Cecil Amey Watton practice moved to 8, Thetford Road, Watton. IP25 6BD

## 12) Correspondence: all previously circulated

## 13) A.O.B.

- a) It was noted that some diabetic patients are being changed by Eye Screening from annual to bi-annual recalls and do not then automatically qualify for a GOS test every year.
- b) It was noted that some LOCs have withdrawn support for LOCSU – reasons unknown.

- c) Co-Chair said Norfolk & Waveney ICB has decided not applied for Government funds to get optometrists to record blood pressure for patients over 50yrs.
- d) The ICB has funds for training and has agreed to fund a Glaucoma OSCE which could be extended to include a workshop on Goldmann refresher course. Another possible training package is a WOPEC workshop on Foreign Body removal.
- e) ICB promised re-location funding for Optometrists to help with recruitment issues in the area, the ICB is looking into the possibility of a golden handshake but this has yet to be approved. It was noted that recent figures show that 38% of registered medical professionals in Norfolk are over the age of 56yrs forecasting a major employment problem in the short to medium term.

**14) Meeting Closed:** 10:05 pm

**15) Committee Meeting Dates 2024:** Zoom meetings will be held on the second Wednesday of alternate months: 10 January; 13 March; 8 May; 5 June; 9 July; 11 September; 13 November