

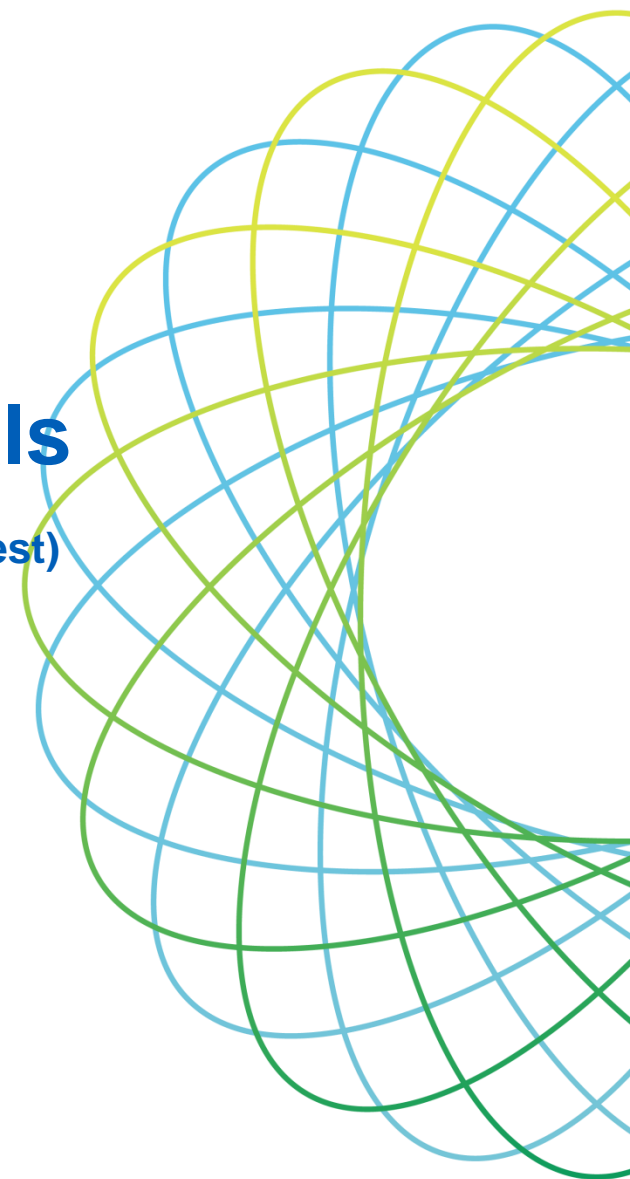


North East London

# Single Point of Access for Optometrist Referrals

## Inner NEL data (City & Hackney, Newham, Tower Hamlets and Waltham Forest)

NEL Planned Care – Outpatient and Out of Hospital  
River Calveley  
7<sup>th</sup> Feb 2023



- Launched on 30<sup>th</sup> October for Inner NEL places (BHR has own provider)
- Hosted by Moorfields – Funded to March 24 by NHSE
- Service expected to:
- Allow Optometrists to refer directly to Single point of access

### Short term Benefits:

- Referrals bypass GPs, releasing general practice from a significant admin burden (refer NHSE Guidance 2023/24)
- Reduce time for patients from referral by optometrist to specialist provider
- 80% expected to be referred this way (GPs should still make their own referrals via eRS)
- Review and re-prioritise urgent referrals as appropriate

### Longer term benefits:

- Enable clinical triage – diverting patients to appropriate services including making use of capacity across providers (20% - 30% of patients can be diverted to optometry led enhanced services)
- Enable feedback to optometrists so more engagement in outcomes and education – improving referral quality and making them more integral to population health approaches.
- Track capacity and identify waiting issues in specific clinics in order to plan ahead

## Update on Progress

- Referrals processed in 48 hours
- Urgent referrals reviewed and prioritised
- Referrals from Optometrists at week 14 (latest report) is over 200 per week – about 60% of all referrals (primarily due to Specsavers and the other larger chains)
- 42 Optometrist practices now referring from 112 (38%)

## Next steps and potential actions

### ICB Team

- We now have data on optometrists who are not using the services and will be contacting them directly
- We will work with the LOC to encourage optometrist participation

### Suggested GP Actions

- Advise the ICB of any optometrist not using the new SPoA ([mohammedchowdhury@nhs.net](mailto:mohammedchowdhury@nhs.net) )
- Encourage any local optometrist by sending the information to them directly – the link to the SPoA page for optometrists can be found [here](#)

Note: There is no change contractually, therefore optometrists are not obliged to use the SPoA but from a governance and patient pathway view it would seem unreasonable for them not to. Optometrists are independent contractors and NHS funding is a small part of their income so it is important that we ask and encourage rather than insist. The LOC is supportive of this approach but GPs still have the responsibility of making the referral for the patient if the optometrist refuses at this time.

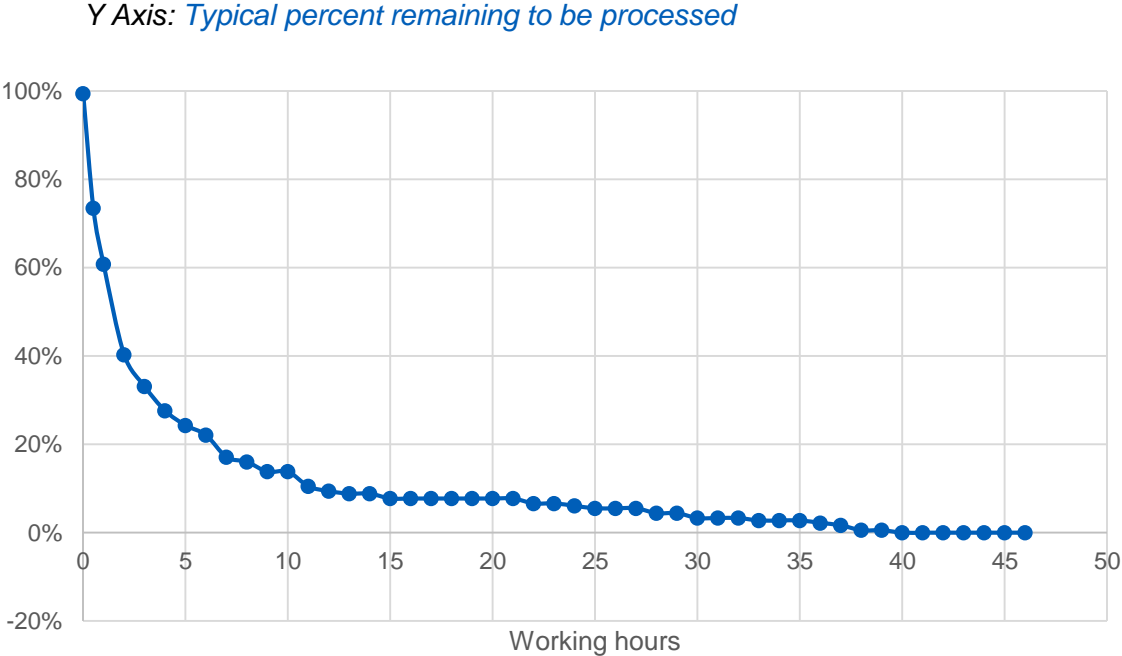
# These pages are from the latest progress report

## Latest progress so far in NEL –referral processing time

27% of referrals processed in 30 minutes of receipt  
Median 1 hours  
<1% of referrals processed over 48 hours

All these times are calculated within working hours.

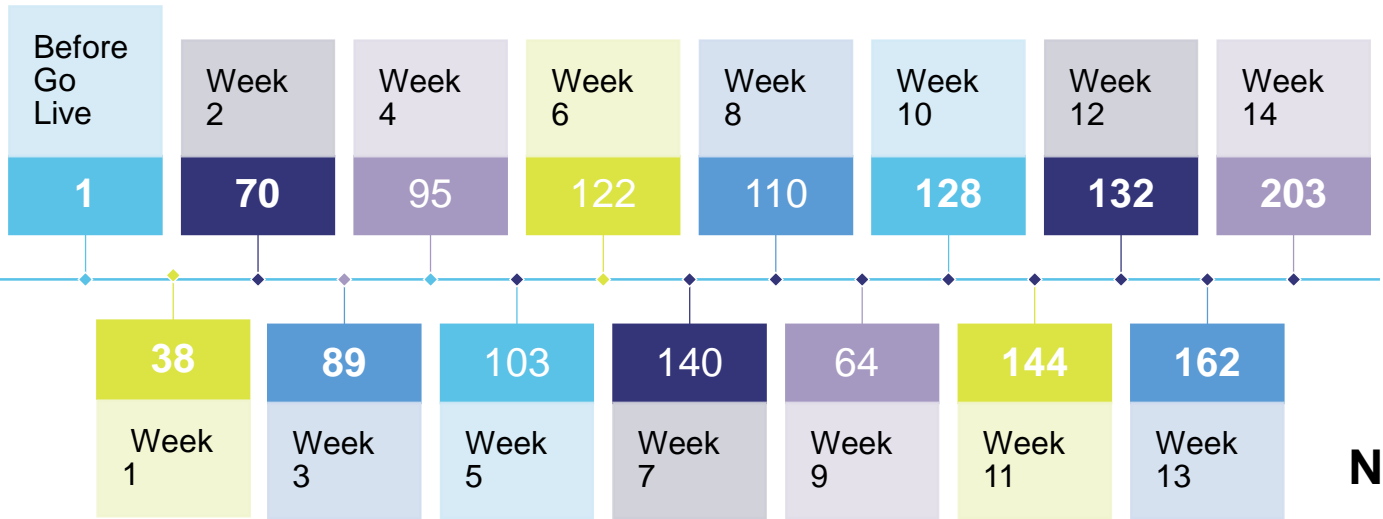
NEL SPoA Processing Time



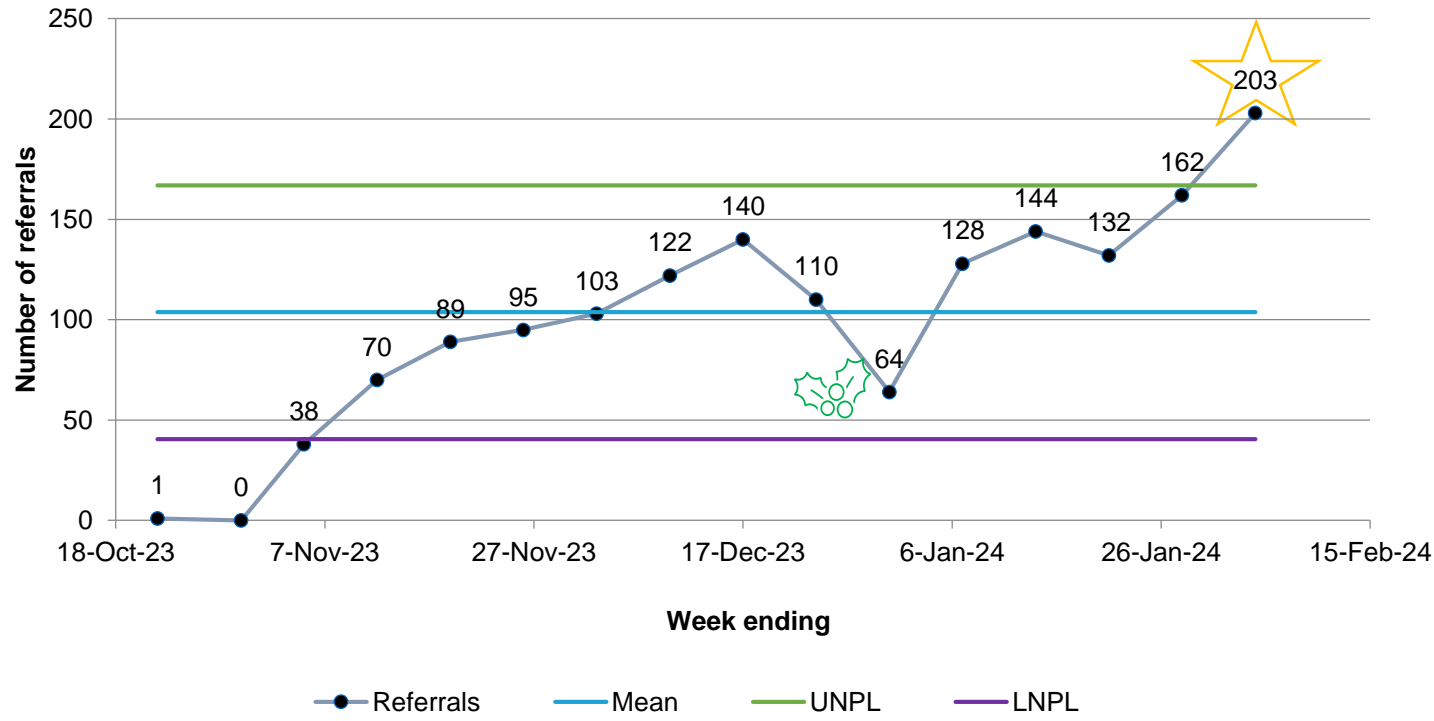
Working hours are Mon-Fri 09h00 - 17h00



# Progress so far in NEL – Minimal Viable Product (MVP) number of weekly referrals



Number of referrals received per week

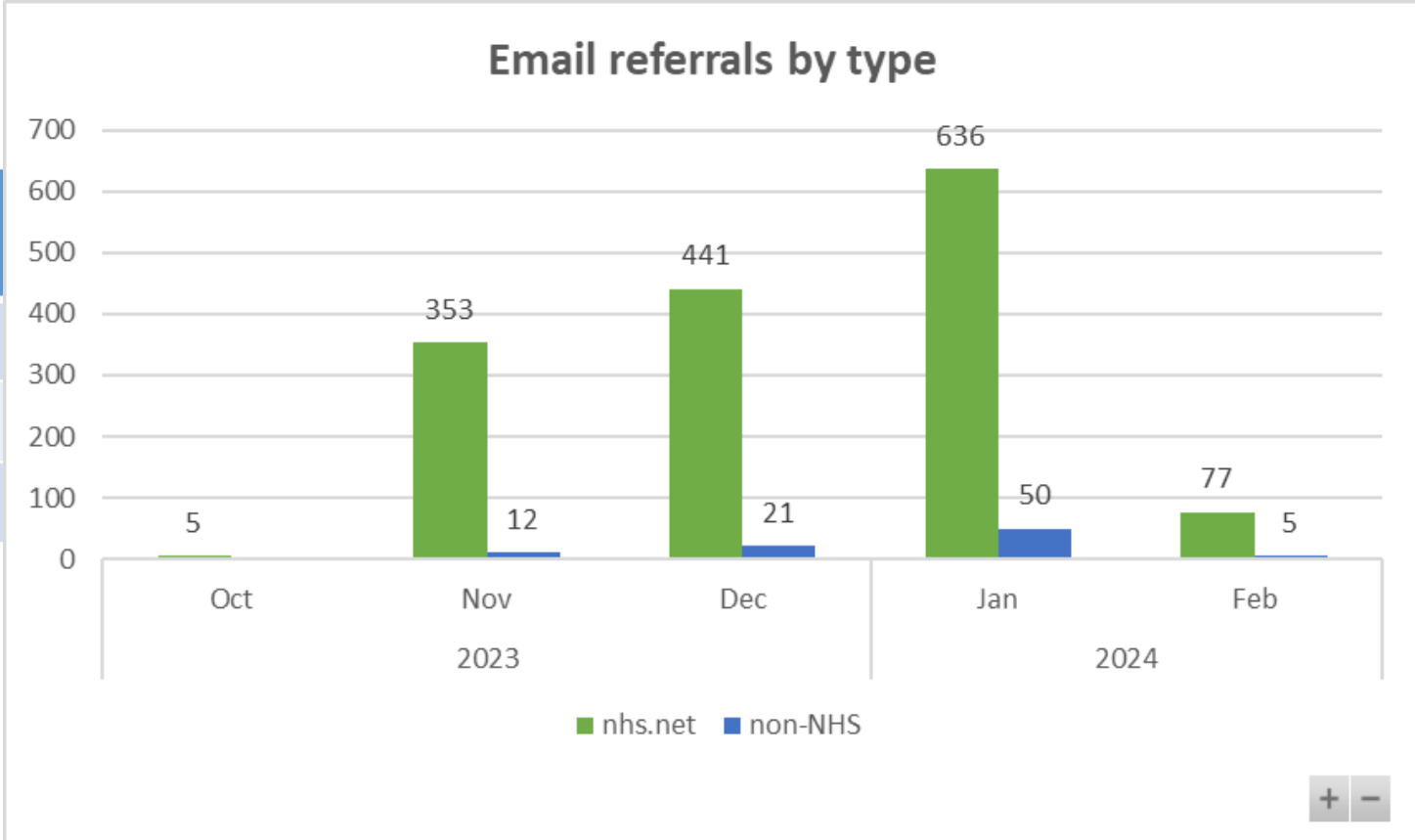


Data up to 15/01/2024

● Referrals    — Mean    — UNPL    — LNPL

# Progress so far in NEL – Number or referrals received

	No. of Referrals	Percentage
All referrals	1600	100%
NHS.net	1512	95%
Non-NHS.net	88	5%



Data up to  
04/02/2024



# Progress so far in NEL – Minimal Viable Product (MVP) Top 15 referring practices

Optometrist practice	Count of Referrer email
Specsavers (Walthomstow)	260
Specsavers (Dalston Cross)	164
Specsavers (East Ham)	143
Specsavers (Hackney)	113
Specsavers (Bethnal Green)	108
Specsavers (Chingford)	83
Eye Emporium	78
Specsavers (Beckton)	65
Specsavers (Whitechapel)	52
Waltham Eyes	47
Outside Clinic	45
Neil Gordon Opticians	42
Optical World	40
Boots (Stratford Broadway)	36
Rose Opticians	31

Of 115 practices in NEL;  
42  
practices have sent referrals to  
SPoA

Specsavers franchise have sent  
64% of the referrals into the SPoA

55 Unique emails accounts who  
have sent referrals

# Progress so far in NEL – Other Engaged Practices

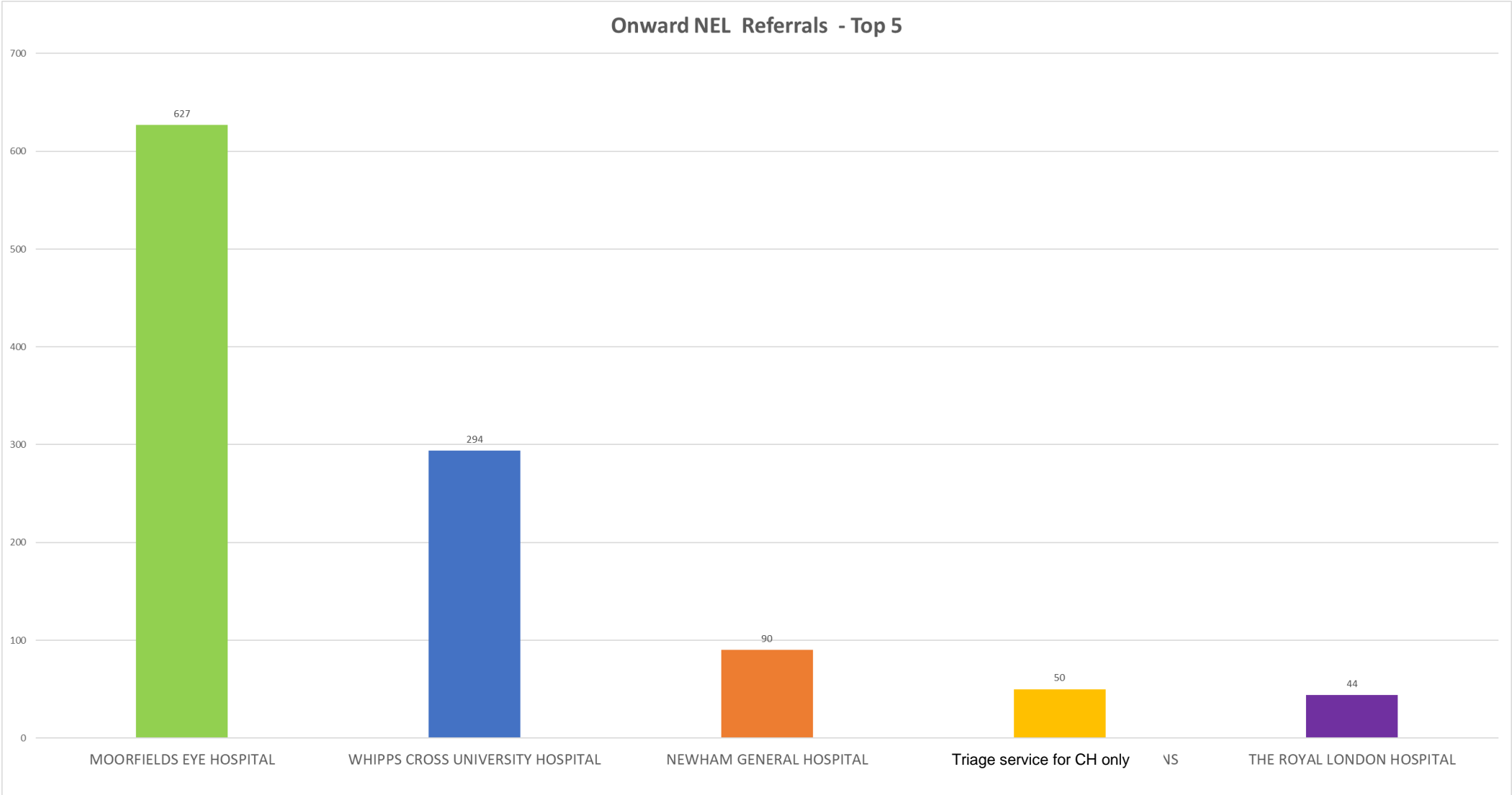
Practice Name	
SPECSTORE OPTICIANS (CANNING TOWN)	WATNEY EYECARE
HENRY MORGAN	VISION ACADEMY / MALJEE OPTICAL
ELITE VISION	BOLEYN EYE CENTRE
ASKEW EYEWEAR (STOKE NEWINGTON)	AUSTIN EYEWEAR (MANOR PARADE)
VISION EXPRESS (ILFORD)	IN FOCUS OPTICIANS
EYE EMPORIUM (STRATFORD)	ZAK & ADAM EYECARE
EYEDEAL VISION	CARE CONNECT LONDON
EYE EMPORIUM (ROMAN ROAD)	VICKERY & UTTERIDGE OPTOMETRISTS
VISION CARE OPTIONS	IN FOCUS OPTICIANS (WELL STREET)
JOHN LEWIS OPTICIANS (WESTFIELD)	IN FOCUS OPTICIANS (POPLAR)
COSTCO OPTICIANS (CHINGFORD)	SACKWILD OPTICIANS
IN FOCUS OPTICIANS (CANNON STREET)	EYE WEAR
SPECSAVERS (LOW HALL)	

Data up to  
04/02/2024





# Onward referrals distribution

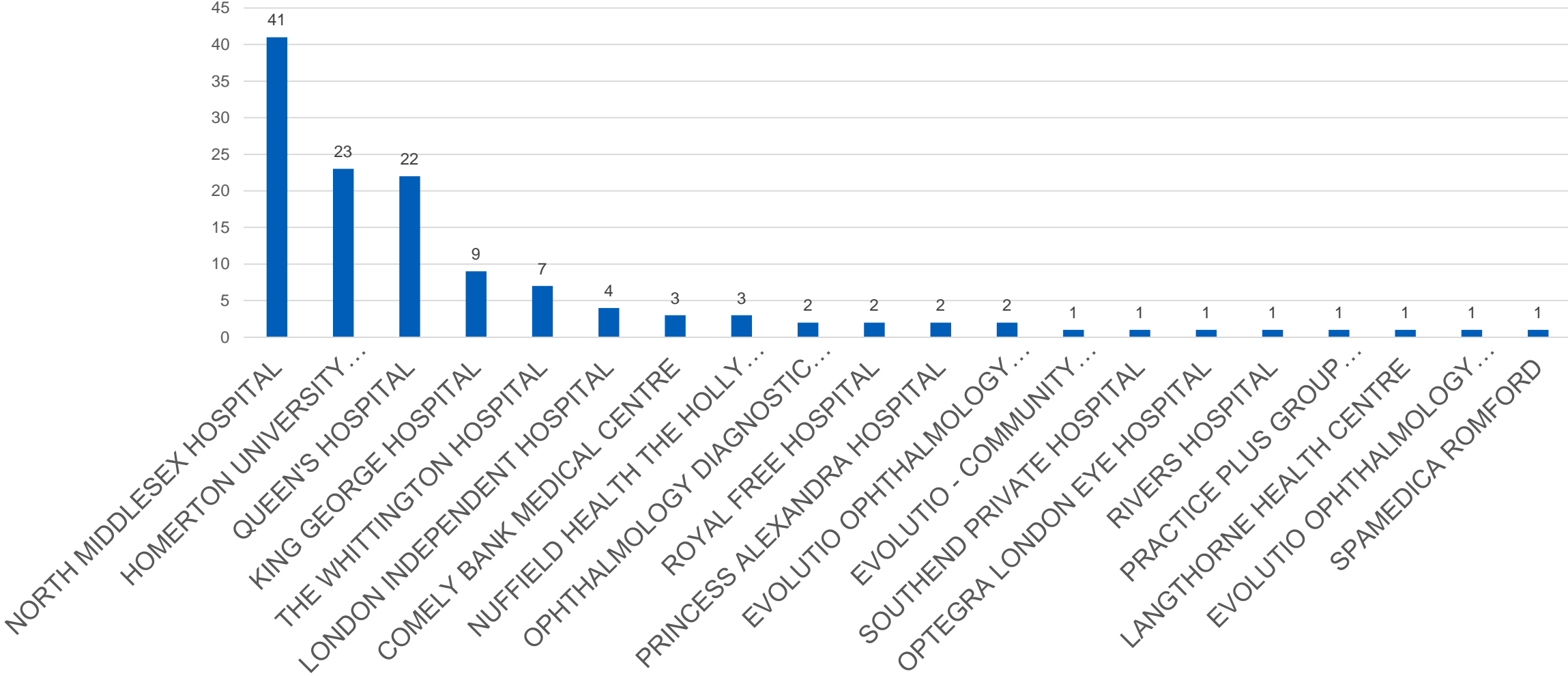


Data up to  
04/02/2024

Moorfields - Includes North, South & City Road Divisions

# Onward referrals distribution – Other Providers

## Onward NEL Referrals - Other Providers



Data up to  
04/02/2024