

Operose Health is one of the largest independent sector providers of consultant led community ophthalmology services to the NHS in England.

We provide a range of digitally enabled services that support systems and providers to manage capacity, increase productivity and improve patient outcomes. These can be combined as intermediate / community Ophthalmology services or delivered on a standalone basis.

Given the pressure COVID-19 has placed on the NHS we believe we are well-placed to support you to reduce waiting times and meet the anticipated increase in capacity required to successfully manage demand.

Why Operose Health

- **96%** of surveyed Patients satisfied with our service
- **98%** of surveyed patients would recommend to friends and family
- **100%** patients offered to be seen within 4 weeks
- **100%** patients offered to be seen in a one-stop clinic
- Flexible and agile with ability to mobilise and scale rapidly
- Face to face, telephone and video consultations as dictated by condition and circumstances
- Access to safe ophthalmic care during the COVID-19 pandemic

Services and treatments we could provide for your patients

Single Point of Access: Referral management service including clinical triage to ensure patients are seen in the right setting and waiting list verification; helping to reduce waiting times and pressure on acute facilities. We are also providing the COVID-19 Urgent Eye Services in a number of CCG areas

General Ophthalmology: Our team treats over 65,000 patients per year across a range of conditions including Glaucoma, Medical Retina, Minor Eye Ops, Cornea and External eye disease

Laser YAG: Treatment of Posterior Capsular Opacification (PCO) in community or acute settings including evenings and weekends

Paediatric Ophthalmology: Community see and treat services (including orthoptics) with specially trained clinicians

Screening and Monitoring: Drug toxicity for patients prescribed Hydroxychloroquine

Cataracts: Community based cataract surgery typically delivered within Health Centre locations

1. Community Ophthalmology service to increase capacity

The local challenge: A Hospital Eye Service (HES) was struggling with meeting increased demand for services, leading to only 76% of patients being treated within the 18 week target.

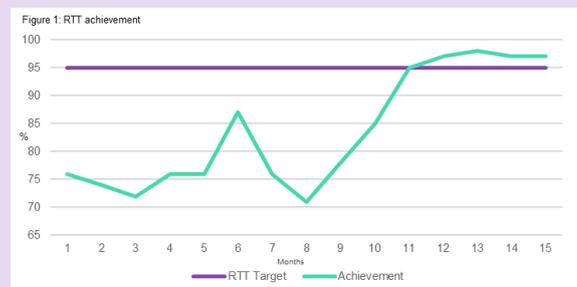
Our solution: We worked with the CCG and Trust to establish a see and treat Community Ophthalmology Service to manage referrals and direct patients to the most appropriate level of care using our bespoke Referral Management Centre. The service was fully operational within 3 months of initial discussions and target was achieved and sustained within 10 Months.

Service features:

- A Single Point of Access for all ophthalmology referrals through our bespoke Referral Management Centre.
- 24-hour clinical triage of all referrals, resulting in the referral being signposted to the most appropriate level of care for their condition.
- A network of clinical locations for patients to choose from, based in GP practices chosen for accessibility, parking facilities and flexibility in capacity to house the service.
- A flexible staffing structure able to increase capacity in line with the volume of referrals.
- A 48-hour timeframe for contacting patients.
- A four-week maximum referral to treatment time.
- A robust governance structure of Consultant led delivery.

Impact on the local healthcare economy

- Hospital Eye Service consistently achieving 95% RTT target.
- Reduction in patients being referred to HES.
- High levels of patient satisfaction.



2. Intermediate Ophthalmology service under HES umbrella

The local challenge: Working with a HES to manage demand in community setting thus increasing capacity and reduce waiting times.

Our solution:

- An Intermediate Ophthalmology Service into which patients are referred through the single point of access (SPA), providing a 'see and treat' service for a range of low-risk conditions – 50% of all referrals received were seen in this service.
- Management of HES (low risk) stable glaucoma patients under the Trusts umbrella – within the intermediate ophthalmology service.
- A SPA and clinical triage function to enable the Trust to build increased capacity and to focus resources on treating the more acute and urgent ophthalmology cases passing through the clinical triage.

Impact on the local healthcare economy

- Allowed HES to treat patients requiring more specialised services and skills.
- Reduction in the RTT time for patients being seen in the community.
- Reduction in the cost of patients being treated by the Intermediate Ophthalmology Service allowing increased funding per patient for more complex cases.
- The opportunity for HES to structure service costs to appropriately reflect a rebalanced demand.