

Ref: FOI/00047/CMICB
08 September 2022

Your Request:

I would be most grateful if you would provide me, under the Freedom of Information Act, details in respect to the provision of any community glaucoma services (or similar hospital based services) provided by partners within the Cheshire & Merseyside ICS area. In particular;

1) Please provide the name, email, and telephone contact for the person/s within your organisation or partner organisations responsible for the commissioning and provision of any community based stable glaucoma services (or similar hospital based services).

Our Response:

1) Please find listed below the information held by each of the former CCG areas that now make up NHS Cheshire & Merseyside ICB in relation to the person(s) responsible for the commissioning and provision of any community based stable glaucoma services:

Cheshire

No specific person responsible.

Halton

No specific person responsible.

Knowsley

No community based stable glaucoma service commissioned.

Liverpool

The Planned Care Programme Lead*.

Sefton

Commissioning Manager*.

St Helens

Commissioning & Transformation Manager/ Senior Project Manager*.

Warrington

No specific person responsible.

Wirral

Head of Unplanned and Planned Care*.

*NHS Cheshire & Merseyside ICB does hold the information you have requested regarding the names, direct email addresses and telephone numbers for the above staff members.

However, the names, direct email addresses and telephone numbers of staff members are considered by NHS Cheshire & Merseyside ICB to constitute 'personal information' under the Data Protection Act and, as a result, are exempt from disclosure under section 40(2) of the Freedom of Information Act 2000.

You can however contact NHS Cheshire & Merseyside ICB with any enquiries for staff via the details provided on our General Enquires page on our website via the following link: www.cheshireandmerseyside.nhs.uk/contact/general-enquiries/

Your Request:

- 2) Who is your current contractor for the provision of any community based stable glaucoma services (or similar hospital based services)?**
- 3) Do they sub-contract part of the delivery of the service to individual optometrists/health centres?**
- 4) What is the end date of their contract for the provision of this service?**
- 5) If the end date is due within 18 Months, has a decision been made yet on whether the contract(s) are being either extended or renewed?**
- 6) Do you have any forthcoming community (or similar hospital based services) glaucoma tenders or projects in 2022/23?**

Our Response:

2 - 6) Please find listed below the information held by each of the former CCG areas that now make up NHS Cheshire & Merseyside ICB in relation to the current contracts for the provision of any community based stable glaucoma services:

Cheshire

- 2) East Cheshire NHS Trust, Countess of Chester Hospital NHS Foundation Trust, Mid Cheshire Hospitals NHS Foundation Trust.
- 3) No.
- 4) End date of 31 March 2023.
- 5) No.
- 6) No.

Halton

2) Warrington and Halton Teaching Hospitals NHS Foundation Trust (hospital-based service) and St. Helens and Knowsley Teaching Hospitals NHS Trust. NHS England commission the diabetic retinopathy service to assess for diabetic glaucoma. The glaucoma screening service provided within the community optometry minor eye conditions service is provided by Primary Eyecare Services (a collaboration of primary care optometrist).

- 3) No.
- 4) End date of 31 March 2023 – however it is expected to roll over into the following year.
- 5) No.
- 6) No.

Knowsley

No community based stable glaucoma service commissioned.

Liverpool

- 2) Primary Eye Care Services Ltd.
- 3) Yes.
- 4) End date of 31 March 2023 (with the option to extend by 3 months).
- 5) No.
- 6) No.

Sefton

- 2) Southport & Ormskirk NHS Trust; Liverpool University Hospitals NHS Foundation Trust; Primary Eyecare Services Ltd; iSIGHT.
- 3) No.
- 4) Southport & Ormskirk NHS Trust & Liverpool University Hospitals NHS Foundation Trust end date 31 March 2023. Primary Eyecare Services Ltd end date 30 June 2025. iSIGHT end date 31 March 2023 (option to extend for 12 months)
- 5) No.
- 6) No

St Helens

- 2) St Helens & Knowsley Teaching Hospitals NHS Trust.
- 3) Not currently.
- 4) End date of 31 March 2023.
- 5) No.
- 6) No.

Warrington

- 2) Warrington and Halton Teaching Hospitals NHS Foundation Trust (hospital-based service).
- 3) No.
- 4) End date of 31 March 2023 – however it is expected to roll over into the following year.
- 5) No.
- 6) No.

Wirral

- 2) Wirral Vision Ltd / Wirral Community NHS Foundation Trust / Primary Eyecare Wirral Ltd.
- 3) Yes.
- 4) All current contracts have an end date of 31 March 2023.
- 5) No.

6) No.

Your Request:

7) Is the contractor providing you with sufficient robust data to measure the service against key objectives, In particular:

a) Is there a current backlog of patients waiting for glaucoma appointments and if so, is this backlog reducing sufficiently?

b) Are the levels of activity meeting your targets?

c) Is there sufficient coordination between primary, secondary and community care or are referral bottlenecks being seen?

d) Do they use a secure digital infrastructure to deliver end-to-end glaucoma service between all your stakeholders?

e) Do they provide measurable data to verify that both quality and value of care for glaucoma patients is in line with current best evidence-based practice, including NICE guidelines for Glaucoma?

Our Response:

7a - e) Please find listed below the information held by each of the former CCG areas that now make up NHS Cheshire & Merseyside ICB in relation to the data provided by the current contracted provider(s) of community based stable glaucoma services

Cheshire

7) All providers submit KPI data measuring targets/backlogs and referral to treatment times (RTT).

a) No.

b) Yes.

c) Yes.

d) Information not held.

e) Yes.

Halton

7)

a) Glaucoma is part of the overall ophthalmology service and individual specialism waiting lists and times are unknown.

b) The providers are achieving the planned levels of activity within the contract.

c) There are no known bottlenecks raised regarding the pathways.

d) Primary care and community providers use the national eRS system for referral of patients to secondary care.

e) Providers generically report their compliance to NICE guidance but not specifically against the glaucoma service.

Knowsley

No community based stable glaucoma service commissioned.

Liverpool

7) Activity based monthly reports are received in order to monitor the number of, and associated cost, of procedures

- a) Information not held.
- b) No planned activity levels for the 2022/23 financial year.
- c) Information not held.
- d) Information not held.
- e) Information not held.

Sefton

7)

- a) Quarterly reports detailing numbers of patients referred to secondary care from PES with glaucoma, contract management with other providers as per national arrangements.
- b) Activity is challenged across the system due to workforce issues and COVID backlogs.
- c) Primary and Secondary care all linked in via Primary Eyecare Services Ltd, iSIGHT, Liverpool University Hospitals NHS Foundation Trust. Reports monitored by BI team and Quality at CCQRM
- d) Providers use ERS.
- e) providers are expected to review service pathways and provision against National Guidance documents for cataracts, AMD and Glaucoma – an action plan is to be submitted by end Q2 for any gaps to be addressed by end Q4.

St Helens

7)

- a) We are in the process of discussion regarding community provision for stable patients who can then be discharged from hospital-based provision into optometrist.
- b) The system has been severely impacted on by COVID and all providers are considering new ways of working, however we do have significant pressure on providers.
- c) We have sufficient partnership support, but we do have significant pressure in the system which creates some bottlenecks.
- d) We require all providers to support digital infrastructure.
- e) We require all providers to support best practice evidence.

Warrington

7)

- a) Glaucoma is part of the overall ophthalmology service and individual specialism waiting lists and times are unknown.
- b) The providers are achieving the planned levels of activity within the contract.
- c) There are no known bottlenecks raised regarding the pathways.
- d) Primary care and community providers use the national eRS system for referral of patients to secondary care.

e) Providers generically report their compliance to NICE guidance but not specifically against the glaucoma service.

Wirral

7)

a) No.

b) There are no activity targets in these contracts.

c) All providers work collaboratively to avoid delays in patient care, there are no referral bottlenecks.

d) Wirral Community NHS Foundation Trust and Wirral Vision Ltd use an electronic referral system, and Primary Eyecare Wirral Ltd currently use a secure email system to refer and communicate with colleagues however an electronic referral system is currently being rolled out to community optometrists.

e) No, however, the service is commissioned inline with NICE guidance.