

Planned Improvement for the Island’s Eyecare Services

In September 2022, recommendations for improvements to the Island’s Eyecare Service were approved for implementation and funding was secured by the Health and Care Transformation (HCT) Programme. These recommendations have been handed over to Manx Care to start work on implementation so that the benefits they aim to generate can start to be seen by all those using and/or delivering the Service.

These recommendations were the result of a collaborative Care Pathways and Service Delivery project involving patients, service users, the Hospital Eye Service staff, a local optician, Manx Care Primary Care and Community team including G.P.’s and a local charity supporting those with visual impairment (Sight Matters). This team worked with stakeholders across the whole Eyecare Pathway¹ to design a more effective, clear, financially sustainable service for patients, carers and those responsible for delivering the service. It seeks to address current issues that were identified by the stakeholders and builds on best practise examples taken from the Island, UK and International sources.

It identifies three key initiatives that aim to deliver the following benefits to patients:

Initiative	Benefits - improvement in quality, access and safety of care
<p>1. Deliver the right care in the right place by the right person: Community optometrists to co-deliver care with the Hospital Eye Service (HES).</p>	<ul style="list-style-type: none"> • Improvement in patient experience, with screening in the community reducing the risk of false positives and related anxiety around diagnosis and treatment delays • Reduction in patient travel as care is provided closer to home • Reduction in Emergency Department attendances as care for Minor Eye Conditions and ‘unscheduled appointments’ is diverted to community optometrists as appropriate (e.g. the current Minor Eye Conditions Service being piloted by Specsavers and G.P.s on behalf of Manx Care) • Reduction in waiting list for procedures and outpatient appointments as a result of improved diagnostics and advice and guidance provided in the community • Improvement in system resilience to respond to patient needs as and when required • Improved integration of services between the community and the Hospital Eye Service

¹ A ‘pathway’ is the whole journey that someone using the service might follow, from the identification of a possible issue, it’s diagnosis, treatment and care thereafter. It covers providers across the system which may include the GP, different departments at Nobles and/or Ramsey Cottage Hospital, any off-Island providers and in some instances, there may also be reference to Charities that provide support.

<p>2. Design a sustainable delivery model for the Hospital Eye Service and community optometrists.</p>	<ul style="list-style-type: none"> • Improvement in resilience of the HES team, with reduced risk of clinics being cancelled and delayed access to care for patients • Improvement in waiting list length as a result of improved workforce resilience and optimising skills of non-consultant staff • Improvement in patient experience as a result of reduced waiting times • Improvement in waiting times and access to care, as HES can complete more procedures in the allotted time and review more patients in the outpatient clinics • Improvement in timely access to tertiary care², with emergencies requiring specialist input directly routed to a specialist centre via the specialist on-call being provided by a tertiary centre versus initially going through two local on-call specialists • Improvement in patient experience and quality of care as issues around off-Island care are alleviated including delays around arranging first and follow-up appointments, elderly patients having to travel off-Island regularly, delayed access to diagnostics and disruption to continuity of care
<p>3. Empower patients to live independently, self-care and access appropriate services when required through public engagement and early intervention services, including individuals with low vision and sight loss.</p>	<ul style="list-style-type: none"> • Improvement in patient experience and quality of care delivered as a result of individuals having access to the appropriate services for their needs early on in their treatment journey • Improvement in alignment with best practice guidelines to deliver care tailored to individuals with low-vision and sight conditions, thus improving safety and quality of care

More Information

If you should have any questions regarding the proposed improvements to the Eyecare Service, please don't hesitate to contact the Health and Care Transformation Programme at healthandcaretransformation@gov.im

² **Tertiary care** refers to highly specialised treatment such as neurosurgery, transplants and secure forensic mental health services.

Secondary care, which is sometimes referred to as 'hospital and community care', can either be planned (elective) care such as a cataract operation, or urgent and emergency care such as treatment for a fracture. (Definition Source: [The NHS Provider sector - NHS Providers](#))