

Responses to HOSC Recommendations on Ophthalmology Services:

1. For the ICB establish a localised dashboard to monitor contract outcomes and patient satisfaction across Oxfordshire.

Partially Accept- the ICB has established mechanisms in place to monitor contract outcomes and patient satisfaction which are embedded as part of our standard contract monitoring and oversight arrangements. This includes Quality in Optometry (QiO) which is a national quality assurance tool to be completed by General Optometry Service contractors every three years to assess their compliance with their GOS contracts and to assure, maintain and improve the services they provide.

We have not received any patient complaints with regards General Optometry Services in Oxfordshire in more than 3 years and the new single point of access for cataract services has been reported as “excellent” by patients.

2. To launch a targeted public information campaign to raise awareness of NHS-funded sight tests and eligibility for optical vouchers, especially among vulnerable and underserved populations. It is recommended that the ICB works with local authorities and voluntary sector partners to improve outreach in rural and deprived areas.

Accept - The ICB will work to raise public awareness on NHS Funded sight tests and the eligibility for optical vouchers through General Practice care navigators/social prescribers (whom support vulnerable people navigate the health system) and via targeted comms. More information is available including who is eligible for free eye sights through the NHS website [Free NHS eye tests and optical vouchers - NHS](#)

3. To explore the development of shared digital records between providers to reduce duplication and improve continuity of care.

Accept - Oxford health and care services already have a shared care record linking primary care and oxford university hospital NHS trust. The care record is shortly to be enhanced and later this month is shortly to be extended to share care information also across oxford health, Buckinghamshire and Berkshire health and care services, including the ambulance service.

4. For the ICB and Primary Eyecare Services to collaborate on a workforce strategy to recruit and retain optometrists and support staff, particularly in areas with known shortages. It is recommended that incentives are

explored for newly qualified professionals to work in Oxfordshire's community settings.

Partially Accept- There have been no reported incidents where General Optometry Services contractors have not been provided due to insufficient optometrists and training is now being negotiated locally to be delivered by ISPs in partnership with NHS Trusts to ensure the number of trainees and availability of qualified Consultants to sustain the delivery of Ophthalmology services going forward. We will continue to work with partners to ensure recruitment and retention is optimised to support sustainable provision of services.