

# NORFOLK & WAVENEY LOCAL OPTICAL COMMITTEE

## MEETING MINUTES 08 SEPTEMBER 2021

A meeting of the Norfolk & Waveney Local Optical Committee held on-line via Zoom was called to order by Deborah Daplyn (Chair) at 19:30 on 08<sup>th</sup> September 2021

**PRESENT:** Ed Adkins, Charlotte Barber, Elizabeth Bunn, Deborah Daplyn, Kate Fenn, Michelle Horn, Roger Lee, Julien Nelson, Niall O'Brien, Dan Rosser, Ian Sinha, Linda Vernon-Wood, Peter Hutchinson (Administrator)

**APOLOGIES FOR ABESENCE:** None

**OBSERVERS:** Wasim Sarwar PES;

### COMMITTEE MEETING MINUTES

**DECLARATIONS OF INTEREST:** None

Guest Presentation	Action
<p><b>19:47 Martin Pettifor</b> presentation on - <i>Norfolk and Waveney CCG Primary Care Health and Wellbeing Initiative</i>. Martin Pettifor has a history in commerce and healthcare and is contracted to Norfolk &amp; Waveney CCG to establish the Primary Care Health &amp; Wellbeing project. Substantial funds have been acquired from NHS England to get the project running which will involve levelling the provision of health and wellbeing services in the private sector NHS providers as compared with that already in place for Primary Care. Strengthening the provision of a health and wellbeing culture in Primary Care underpins staff excellence and performance. The money has to be spent within the current financial year and will be allocate to</p> <ol style="list-style-type: none"><li>Upgrading a website (£45k) "We Care Together"- health and wellbeing resources.</li><li>Communication and information is a big challenge to be overseen by a professional lead for each of the four Primary Care sectors (Salary £50-60k p.a.). First job will be to run a survey of practices to establish a baseline for health and wellbeing in Norfolk &amp; Waveney which will be followed at regular intervals by 'pulse checks' to measure progress.</li><li>Health &amp; Wellbeing Champions are volunteers who will be trained to look after the local needs within an area. It is hoped to recruit 20 champions in the optical sector. Currently it is anticipated about 200 people at 'practice manager' level will be trained as champions, although this number can be increased if needed.</li><li>Leaders will deliver content in bite sized pieces via webinars, websites, workshops etc. to their local staff. The training for this will be delivered by "Wild Monday" Ltd. a company set up by a practicing GP.</li><li>Looking to the LOC for assistance in developing an effective communication process that will reach all levels of practice staff. Request for an entry on the NWLOC website to advertise the Health &amp; Wellbeing Academy and the post for leaders.</li><li>To assess the progress and viability of the project four or five practices will be sought to act as guinea pigs where a more tailored support package will be delivered in return for regular measurements of success by completing surveys.</li></ol> <ul style="list-style-type: none"><li><b>Roger Lee</b> thanked Martin Pettifor and suggested that the LOC needs to consider the best approach for recruiting suitable candidates for the Leader and Champion posts.</li><li>LOC has the communications capability to reach the majority of practitioners in Norfolk &amp; Waveney – needs to have the content to send out. This can be</li></ul>	

<p>achieved quite quickly but responses may be less speedy.</p> <ul style="list-style-type: none"> <li>• It was agreed to consider the request from Health &amp; Wellbeing Partnership to put an entry of the LOC website.</li> <li>• <i>Ian Sinha</i> asked what is to be used to measure success to which the reply is an increasing engagement with leadership academy and resources. To demonstrate improvements in the health &amp; wellbeing of primary care staff using the surveys.</li> <li>• <i>Dan Rosser</i> asked if this project was local or national in its approach. Two schemes that have been funded for each NHS region across UK so far that are drawing on knowledge from earlier, varied, health &amp; wellbeing schemes.</li> </ul> <p><i>Roger Lee</i> confirmed he had attended meetings of the Health &amp; Wellbeing Partnership (HWP) and <i>Elizabeth Bunn</i> said she had was unable to attend the last meeting but was happy to continue as a volunteer. <i>Deborah Daplyn</i> said more information on the details of the project are needed before it can be announced to members. Also a job description for the Lead Role will be required in order that it can be advertised. It was agreed the HWP initiative can be uploaded to the website under News and Health &amp; Wellbeing tabs as soon as the content is in a presentable form.</p> <p><i>Roger Lee</i> reminded the meeting that approx. £70k of the funding being held in reserve and theoretically a third of this should be spent in the optical sector. It is important that this share is protected and to do this LOC needs to formulate ideas on how it could be spent to use as arguments in future negotiations. It was agreed to continue the discussion on implementation ideas on WhatsApp or email to arrive at suggestions on how to develop H&amp;W programmes for optical practices in the next few days.</p>	<p><i>Roger Lee</i></p> <p><i>Elizabeth Bunn</i></p>
<p><b>Committee Meeting Contents</b></p>	
<ol style="list-style-type: none"> <li>1. <b>PES Report:</b> <i>Wasim Sarwar</i> (Interim CGPL for NWLOC) – Cues Reports for May, June and July 2021 were circulated previously to all committee members. <i>Wasim Sarwar</i> invited questions on CUES. <ol style="list-style-type: none"> <li>a. <i>Ed Adkins</i> asked about how to refer Norfolk CCG patients to West Suffolk Hospital to which <i>Wasim Sarwar</i> replied he had been told they are using “Open Eyes” - which he had no knowledge of. <i>Ed Adkins</i> said this is a referral system for Suffolk practices only – <i>Wasim Sarwar</i> said he will follow up with the hospital as it appears they have misunderstood his initial query.</li> <li>b. <i>Julien Nelson &amp; Deborah Daplyn</i> noted that there is some duplication of entries on the July report which could skew figures for onward reporting.</li> <li>c. <i>Wasim Sarwar</i> said there had been a few instances of incorrect reporting for PVD as telemedicine when they should be Face to Face appointments. The practices concerned have confirmed that the patients were seen F2F and recorded as such in the practice record. <i>Wasim Sarwar</i> said this is a training issue that he will address.</li> <li>d. <i>Julien Nelson</i> said in recent weeks a Cromer holidaymakers are being referred with a CUES form but no one has ascertained if they come from an area which is participating in CUES. The outcome has been that the CCG (ICS) involved is refusing to pay for examinations. The patients are confused and often angry when asked for a private examination fee when they have been told by Cromer Hospital they will be seen as an NHS patient. <i>Deborah Daplyn</i> volunteered to contact Cromer Hospital about this issue and establish the name of a person for <i>Wasim Sarwar</i> to contact.</li> <li>e. <i>Niall O'Brien</i>, said giving the Hub phone number to patient will allow them to check for their CUES eligibility. This is not allowed – optometrist can see from CUES website which regions are participating. Over recent times the HUB has been under resourced and having difficulty meeting call handling expectations. It is anticipated that within a week three new HUB staff will be in post which should ease the current problems and in addition a call waiting system will be in place. The CCG(ICS) is aware of the problem.</li> <li>f. <i>Julien Nelson</i> noted that there have been unacceptable delays in getting payments from CCGs(ICSs) which could be resolved by PES paying their</li> </ol> </li> </ol>	<p><i>Wasim Sarwar</i></p> <p><i>Deborah Daplyn</i></p> <p><i>Wasim Sarwar</i></p>

<p>contractor practices directly then recovering the fees from CCG(ICS). His practice has not received a CUES payment since April. He went on to say that slow payment is putting pressure on the continuance of the service for some practices who consider the retail value of an appointment is far greater than the Cues fee without introducing the cash flow problem. <i>Wasim Sarwar</i> is unaware of any payment problems after the March payments and will have to check with the finance division. All payment issues need to be addressed to <a href="mailto:finance@primaryeyecare.co.uk">finance@primaryeyecare.co.uk</a>.</p>	
<p>The minutes of the meeting held on 14<sup>th</sup> July 2021 were approved.</p>	
<p>2. <b>Action Points from the Minutes:</b> Meeting 14<sup>th</sup> July 2021-</p> <ol style="list-style-type: none"> <li>a. <b>PES to contact non-active CUES practices</b> - <i>Deborah Daplyn</i> reported there has been action to stimulate activity.</li> <li>b. <b>Hydroxychloroquine</b> – <i>Deborah Daplyn</i> reported the letter from a Sheringham GP was reported to CCG and the practice has been told to discontinue the letter to patients using C. The advice is for Optometrists to tell patients presenting for Hydroxychloroquine screening that it is a service that cannot be provided and to call Px GP to inform them it is a CCG responsibility.</li> <li>c. <b>Practice Lists</b> <i>Niall O'Brien</i> has completed a list of primary contact details for all practices in Norfolk &amp; Waveney as far as it is possible to do so. He said that the list will be constantly in need of being updated. Deborah Daplyn asked that the list of Practices and Principal Contacts which are GDPR compliant be shared with <i>Peter Hutchinson</i> and <i>Ed Adkins</i> making practice targeted emails possible.</li> <li>d. <b>PPE supplies</b> – <i>Deborah Daplyn</i> confirmed that there is very little stock being held by LOC Committee members.</li> <li>e. <b>PENW wind-up</b> – <i>Elizabeth Bunn</i> has been contacted by Wendy Amrusto of PES asking for old account details as she tries to “tie up the loose ends” suggesting the company has to be formally wound up. <i>Ian Sinha</i> confirmed that the Gazette entry shows the dissolution of the company as 7<sup>th</sup> Sept. 2021.</li> <li>f. <b>Minutes status</b> - <i>Ian Sinha</i> commented that in his experience committee minutes should be circulated in draft form before being confirmed at the next committee meeting. It was agreed that this process will be adopted going forward. Draft Minutes Circulation shall be restricted to Committee members only – not observers. <i>It was agreed amendments to the draft minutes shall be reported to the administrator no later than two weeks after the date of the committee meeting</i></li> </ol>	<p><i>Correction to May minutes</i></p> <p><i>P.Hutchinson</i></p>
<p>3. <b>Cues Report</b> - <i>Deborah Daplyn</i> said the ICS (CCG) is planning a meeting at end of September to formalise the CUES Contract details from April 2022. She is of the opinion that there is little appetite to continue CUES by most practices in Norfolk. An email was sent to all 45 contracted practices to encourage those showing little activity to increase participation which resulted in two practices dropping out of the service. A protracted discussion on the future of CUES evolved in light of the fact that</p> <ul style="list-style-type: none"> <li>o ICS(CCG) has stated it is not happy with the current performance.</li> <li>o The GP practices are keen to retain CUES.</li> </ul> <p>The salient points of the discussion were:</p> <ul style="list-style-type: none"> <li>• Fees not adequate to compensate for lost commercial appointments.</li> <li>• Difficulty allowing appointment times for CUES patients</li> <li>• Administration involved is too onerous and time consuming – records for each patient need to be made for <ul style="list-style-type: none"> <li>o Practice system</li> <li>o Opera</li> <li>o GP and/or Hospital</li> </ul> </li> <li>• Proposal for a fixed fee to be paid to CES practices for a contracted minimum number of patients seen, with additional fees for greater numbers. This will</li> </ul>	

make two CUES appointments per day set aside more viable financially. Or negotiate a similar regular payment method that is more attractive to practices.

- GP direct patients to nearest practice for CUES irrespective of the patients own registered optical practice resulting in overload for some practices.
- Patients are seen privately in many practices and are happy to pay the fee.
- If CUES is discontinued GP will have difficulty advising referral to the private sector rather than an NHS service.

*Deborah Daplyn* agreed to review fee structures for further discussion with ICS at September meeting as a way of keeping CUES in a more acceptable form.

*Deborah Daplyn*

1. **Finance Report** – *Linda Vernon-Wood* referred to the accounts she circulated earlier. The only new item is that the LOC funds transfer has completed.
2. **Minutes of the Budget Meeting:**

#### N&W LOC Fees 8/9/21

- Committee meeting attendance £200
- Hourly rate for daytime meetings £87.00 per hour to max 3 hours
- Half day rate £273.00
- Full day rate £433.00
- Administrator £35.00 per hour, £35.00 per month home office
- Chair honoraria £1920.00 4 payments of £480.00
- Secretary/ Treasurer honoraria incl VAT £ 1300 + VAT = £1560.00 4 payments of £390.00
- Secretary/ Treasurer honoraria exc VAT £ 1300.00 4 payments of £325.00
- 1 hour + mileage for presenting reports at AGM

Please claim using the above amounts from and including 8/8/21

Norfolk & Waveney LOC Financial report to 9/9/2020			
		Year to date	Budget for Year end 31/3/2021
Income			
Levy Collections	LOC+LOCSU+Central Fund	£12,641.45	£61,000.00
Other		£5,659.97	£1,000.00
<b>Total Income</b>		<b>£18,301.42</b>	<b>£62,000.00</b>
Expenditure	Committee Costs		
Honoraria		£1,158.00	£4,484.00
Admin fees		£1,993.79	£4,620.00
Admin travel		£0.00	£220.00
Members fees		£6,121.78	£10,000.00
Members travel		£72.00	£2,160.00
Meeting Rooms		£143.88	£1,000.00
Website		£0.00	£600.00
Office costs		£189.72	£600.00
Training & NOC		£0.00	£2,500.00
LOA		£0.00	
AGM & Misc.		£5,338.16	£1,500.00
Central Fund		£919.10	£6,000.00
Payment to LOCSU		£3,923.17	£28,000.00
<b>Total Exp</b>		<b>£19,859.60</b>	
<b>Income-Expenditure</b>		<b>£(1,558.18)</b>	

*Linda Vernon-Wood*

*Linda Vernon-Wood*

3. **Web Manager Report** *Peter Hutchinson* presented his report for Website usage 01 June 2021 to 31 August 2021

Total Website Registered Members: 127  
302 Users of which 44 were account log-on  
Pages visited 1920:  
198 file Downloads

- a. Two new registrations for accounts bring the total to 129. One of these is new from the Specsavers Beccles practice, the other being an existing member opening an account on the new website.
- b. 108 members remain unregistered; their details remain from the old website accounts. The impression is that these details refer to practitioners that for one reason or another are no longer practicing in the area.
- c. *Peter Hutchinson* reported that there has been some background maintenance of the www.norfolkwavenyloc.org domain by Gary Pooley in conjunction with LOCSU to gain better recognition from search engines. This

<p>has caused some disruption which is currently being addressed.</p> <p>d. It was decided to rationalise the website members list by archiving those names that have not set up an account and are not GDPR compliant. Adding to this is the Practice List with Primary Contact names that are also GDPR compliant.</p> <p>e. <i>Ed Adkins</i> said MailChimp allows for the use of one mailing list under the current arrangement. It will involve subscribing to a new package at an increased fee to obtain a second mailing list facility. This was agreed for two lists: a “Clinical Needs” list and another for “all practitioners”</p>	
<p>4. <b>Practice List Update:</b> Specsavers in Beccles due to open end of September</p>	
<p>5. <b>Correspondence:</b> None</p>	<p><i>Elizabeth Bunn</i></p>
<p>6. <b>A.O.B.</b></p> <p>a. <b>ICS IT solutions</b> – <i>Niall O'Brien</i> volunteered to represent LOC in discussions about new IT solutions being proposed by ICS(CCG)</p> <p>b. <b>ICS Glaucoma</b> – <i>Michelle Horn</i> volunteered to represent LOC in discussions about new solutions being proposed by ICS(CCG) for glaucoma management.</p> <p>c. <i>Elizabeth Bunn</i> asked <i>Ed Adkins</i> to email members attending the CET evenings to ask them to contact her with their GOC number. 12 CET points are available for the two evenings.</p> <p>d. ICS is investigating the possibility of opening Community Diagnostic Hubs around the district using existing estates and equipment.</p> <p>e. <i>Linda Vernon-Wood</i> said her practice provides OCT images for several local Consultants private patients and are paid directly by the patient.</p>	<p><i>Niall O'Brien</i> <i>Michelle Horn</i></p> <p><i>Ed Adkins</i></p>
<p>7. <b>Meeting Closed:</b> 21:42</p>	
<p>8. <b>Committee Meeting Dates 2021:</b> Zoom meetings will continue to be held on the second Wednesday of alternate months: 13 January; 10 March; 12 May; AGM 23 June; 14 July; 8 September; 10 November</p>	<p><i>Deborah Daplyn</i></p>
<p>9. <b>Meeting closed</b> 21:42 hrs</p>	