

NORFOLK & WAVENEY LOCAL OPTICAL COMMITTEE

MEETING MINUTES 13 SEPTEMBER 2023

A meeting of the Norfolk & Waveney Local Optical Committee held on-line via Zoom was called to order by Deborah Daplyn (Chair) at 19:31 on 13th September 2023

PRESENT: Ed Adkins, Charlotte Berryman Elizabeth Bunn, Hannah Castley, Deborah Daplyn, Ali Ganiwalla, Michelle Horn, Roger Lee, Julien Nelson, Niall O'Brien, Dan Rosser, Ian Sinha, Linda Vernon-Wood, Peter Hutchinson (Administrator)

APOLOGIES FOR ABESENCE: Fionnuala Kidd – LOCSU Eastern Area Optical Lead

OBSERVER: Wasim Sarwar, Helen Heywood and Richard Everett – PES representatives

COMMITTEE MEETING MINUTES

NEW DECLARATIONS OF INTEREST: None

Contents	Action
1) PES Hub – Face to face appointment issues: Following introductions of Helen Heywood and Richard Everett <i>Wasim Sarwar</i> explained the difficulties being experienced by the PES Hub in finding face to face appointments for patients referred via CUES in some areas of Norfolk & Waveney. Helen Heywood shared a 'Heat Map' and table which demonstrated a number of locations in a wide area centred on Norwich where finding F2F appointments is consistently difficult. A discussion on the reasons behind this problem ensued and concluded that there is insufficient practice engagement with the CUES programme which was put down to; complex, time-consuming administrative data input into OPERA; fees insufficient to cover practice time; practice administrative staff uncomfortable with triaging patients. It was noted the withdrawal from CUES of ten Cecil Amey practices, largely located in the area of concern, was a significant factor. However, Cecil Amey practices are offering the same CUES services privately at fees patients are willing to pay. This move has significantly reduced the administrative burden and practice time involved. It was agreed that PES, with the support of NWLOC, will make a final attempt to recruit practices to the CUES service by approaching those in the area of concern and making them aware of the changes that have been made to the rewards and the promise of a simplified OPERA requirement in the future. If this attempt fails to alleviate the issue alternative solutions will be sought.	
4) Minutes from Committee Meeting 12th July 2023 - were approved and adopted. The minutes containing redactions were approved to be posted on the website.	
5) Action Log: a number of items were marked as closed: a) Cost of FP10 pads £2.40 will stand but PES to absorb that charge and will arrange with ICB.	
6) Paediatric Service – <i>Ian Sinha</i> said discussions are ongoing and now involve the NHS Optical Lead to consider the NHS Improvement policies. The contractual details have caused some delays in trying to simplify the procedures as much as possible e.g. IT input by practitioners reduced to two from three. Other details within the contract are being reviewed and amended with advice from LOCSU and will be submitted to NNUH for approval as soon as they are complete. Once the contract has been agreed the fee negotiations will start. A discussion concluded that the fees as presented have been costed carefully and are not up for negotiation. <i>Dan Rosser</i> pointed out that NNUH is unlikely to consider fees that are in excess of the remuneration it receives for the paediatric service to which <i>Ian Sinha</i> said it was difficult to find out the per patient tariffs to compare the figures. <i>Ian Sinha</i> stated there may be room for manoeuvre on the fee if some elements of contract are modified e.g. the	

<p>time involved in the second patient visit. He went on to say the fees have been calculated to break-even on practice costs; they do not create any sizable profits but this will vary from practice to practice. <i>Ed Adkins</i> and <i>Ian Sinha</i> to arrange meeting with <i>Fionnuala Kidd</i></p>	<p><i>Ian Sinha</i> <i>Ed Adkins</i></p>
<p>7) LOCSU advice on appointment letter for officers: A discussion on the advice from LOCSU that Committee members should be asked to sign Appointment Letters similar to the model provided resulted in vote on the following questions:</p> <ul style="list-style-type: none"> a) Do we adopt the appointment letter as it stands? VOTE: Yes = 1; No = 11 b) Do you think we should have an appointment letter? VOTE: Yes = 3; No = 9 c) Do you think we should have an amended appointment letter? VOTE: Not required <p>It was agreed that this topic will be re-visited in July 2024 following the AGM elections.</p>	
<p>8) ICB Training Needs Analysis: <i>Deborah Daplyn</i> explained the ICB is very concerned about the shortage of NHS Primary Care personnel in Norfolk & Waveney and is proposing to address this by undertaking a Training Needs Analysis across the entire sector and is looking for input from NWLOC before sending out questionnaires. The questionnaire will be directed at all members of practice staff. <i>Michelle Horn</i> said she understood from an earlier meeting with ICB the questions would be tailored for each job role practice staff but on inspection they are very similarly worded throughout the questionnaire and do not reflect the training needs of each role. There is no provision for staff to have more than one job role; domiciliary services not included Roger Lee suggested ICB promoting DO conversions to Optometry; Julien Nelson said giving DOs an opportunity to take part in and treating anterior red eyes triaging CUES patients could add efficiency; appealing to practices to help with Pre-registration training. <i>Charlotte Berryman</i> runs the pre-registration track at Anglia Ruskin University and stated the training process is changing away from a practice placement following the degree to more inclusive, shorter periods of in-practice training during the three year degree course and she will be seeking practices to become involved. She agreed to send a short article to <i>Ed Adkins</i> for the Newsletter describing the changes and asking for practices to contact her. The ideas floated will be passed to ICB by <i>Deborah Daplyn</i>. <i>Peter Hutchinson</i> suggested a Jobs Fair for all the medical professions could be funded and run by ICB to promote Norfolk and Waveney to attract new personnel.</p>	<p><i>Charlotte Berryman</i> <i>Deborah Daplyn</i></p>
<p>9) Website list of Optometrist Specialties & Skills: <i>Peter Hutchinson</i> looked at the website members list and found 18 optometrists were registered as locums. He emailed these practitioners asking if they consented to their names being added to a proposed Locum list which would be published on the website and be accessible to all website registered members. Of the 18 registered locums 7 replied 5 in favour and two against listing their names. It was suggested that a Newsletter item addressed to all practitioners may attract others who wish to be included in a Locum List but this idea was expanded to include other special skills/services e.g. colourimetry, punctal plugging; dry eye clinic; domiciliary services which some practices offer that may attract cross-referrals from other practices in the area. It was agreed that a list of the skills/services will be compiled before approaching practitioners. <i>Niall O'Brien</i> noted some of this information is already available on the practice list he and <i>Ed Adkins</i> have compiled.</p>	<p><i>Deborah Daplyn & Michelle Horn</i></p>

10) Financial report: *Linda Vernon-Wood* said she had earlier sent out copies of the financial report and bank statements to the committee which show that almost the half year point the finances are running well and are within the budgeted projections.

She noted the PAYE/Payroll processes were a little unpredictable and needed chasing at times. Also some rearranging of accounting procedures had been needed but generally it was working OK. *Ian Sinha* asked if it was OK to amalgamate intermittent short periods of work into a single, later, claim. - approved.

Charlotte Berryman confirmed she had been able to access the bank account and was asked to make regular checks going forward.

Norfolk & Waveney LOC			
Financial report to 12th Sept 2023			
		Year to date	Budget for Year end 4/4/23
Income			
Levy Collections	LOC+LOCSU	£28,707.63	£60,000.00
Other		£0.00	£0.00
Total Income		£28,707.63	£60,000.00
Expenditure			
	Committee Costs		
Honoraria		£2,714.00	£5,412.00
Admin fees		£2,075.80	£6,400.00
Admin travel		£34.20	£45.00
Members fees		£6,177.80	£15,000.00
Members travel		£35.55	£540.00
Meeting Rooms		£143.88	£485.00
Website		£180.00	£180.00
Office costs		£574.94	£800.00
Training & NOC		£0.00	£1,600.00
AGM, CET & Misc.		£513.51	£145.00
Payment to LOCSU		£14,353.81	£30,000.00
Total Exp		£26,803.49	£60,607.00
Income less Expenditure		£1,904.14	£(607.00)

Charlotte Berryman

11) Training & CPD - *Elizabeth Bunn* said a programme for the coming months has been prepared:

- A CPD day face to face to be held at Dereham Football Club was considered but the venue is not available at weekends so this has been changed to a webinar hosted by Stuart Wellings in November (Date to be confirmed)
- New Medica will host an online event in February 2024
- LOCSU Training April 2024 (Date to be confirmed)
- Ben Burton has invited members to join a webinar on 16th May 2024
- AGM speaker to be confirmed. Venue booked for 7th June 2024

- WOPEC Cataract codes have been requested by 4 practitioners from Vision Express Gt. Yarmouth.
- Peter Hutchinson* asked for a calendar of the events As soon as the dates are confirmed.
- Roger Lee* has been approached by Barry from Spa Medica offering to host a 3 point CPD evening
- Linda Vernon-Wood* said the LOC Central Fund will sponsor and fund a CPD Wellbeing Workshop presented by Piyus Tana and Sheena Tanna-Shah

Elizabeth Bunn

12) LOCSU Report & update – *Fionnuala Kidd* was not present but submitted the following: Ahead of the NOC, please give me a short sentence or two (or a video) of something N&W LOC wants to shout about for the year ending March 23. Excellent AGM/ Succession planning/ excellent LOC collaboration. Anything that N&W has done well. This will go on an interactive map at the NOC.

I will flag the Special Schools work as the deadline to respond is the 16th Oct.

Some areas are reporting changes in the GOS activity in the region. We are supporting this to understand any unusual changes in activity.

Hoping to see all or at least a few of you at the NOC. Any questions let me know.

Best wishes,

Fionnuala



UPDATE	DETAILS
NOC – FURTHER DETAILS	NOC is 13th & 14th November and Professor James Kingsland OBE has been announced as one of our keynote speakers. Discounted early bird bookings are available now (limited period), and general booking from 1 October: https://national-optical-conferenceevents2023.events.kdmeventsportal.co.uk/ With this year's NOC being as interactive and social as possible, there are more sponsorship and exhibiting opportunities. If you are aware of any companies interested or who have previously provided sponsorship for local events, please encourage them to contact us on info@locsu.co.uk . The 1st day has an 11.30am start (arrival/exhibitions

		<p>etc. open from 9.30am). 2nd day finishes at 3.15 (shuttle from venue to train station if requested)</p>	
	LOCSU TEMPLATE LETTERS	<p>LOCSU have drafted document https://locsu.co.uk/wp-content/uploads/2023/08/LOCSU-Guidance-On-August-2023.pdf together with template letters that LOCs can use when liaising with commissioners and constituents. The suite of letters includes:</p> <ol style="list-style-type: none"> 1. LOC letter to commissioners when notification has been received about the review of local services and the potential for them to be decommissioned 2. LOC letter to commissioners when confirmation has been received about decommissioning of services 3. LOC letter to local providers 4. Decommissioning notice to patients <p>Contact me (Advancement Lead) or info@locsu.co.uk as soon as possible when you receive notice of potential discussions around the future of services so we can work with you on this. It is also important that we retain a central register of any such discussion so please keep us updated.</p>	
	Special Schools	<p>NHS England are inviting feedback on the proposed future care and commissioning model for in-school sight testing for special schools in England for April 2024.</p> <p>The engagement documentation gives you the background on the programme to date along with proposals for how the future model can be amended to build upon the beneficial and positive aspects of the proof of concept whilst adapting the original model in order to make it suitable for wider roll-out.</p> <p>Feedback can be provided either HERE or direct to NHS England at england.specialschools@nhs.net and should be returned no later than 5:00pm on Monday 16th October.</p> <p>Working with sector partners, LOCSU will be responding to the consultation. Any LOCs wishing to feed into the LOCSU response should share their thoughts via email using the subject title "NHSE consultation - Special Schools" and send to info@locsu.co.uk by 12noon Monday 9th October.</p>	
	ICB CONTACTS	<p>We are pulling this information together to support LOCs – available via Bulletin Issue 20 sent 23/08/23. Note – this is for your internal use only and not for onward sharing.</p>	
	SCAM ALERT	<p>There have been reports of scams/phishing emails to LOCs where updated payment details or changes to banking details are being requested. Please remain vigilant and double check origins of emails directly rather than replying.</p> <p>Your LOC may consider a data security awareness course if you have not attended one recently. Register for access on the e-learning for Health Data Security Awareness: https://portal.e-lfh.org.uk/Register</p> <p>Notes: you don't need an NHS email to register; if job role is not listed choose 'Other'; if employment location is not on choose 'Unknown Location'; any other issues use live chat.</p>	
	LOCAL REFERRAL ISSUES	<p>We've received feedback from some LOCs concerning patients presenting in primary care:</p> <ol style="list-style-type: none"> 1. referred and still awaiting an initial appointment 2. Under the care of the hospital and significantly overdue their appointments, potentially lost to follow-up. <p>Please alert us to any trends and if possible, provide broad numbers so we can collate evidence of patient delays/risk to support LOCs and national bodies to influence change.</p> <p>(Note: LOCSU won't follow up on individual referrals - clinicians involved should continue managing their patients as appropriate).</p>	
	OFNC STATEMENT	<p>DHSC held a short consultation without notice regarding changes to the National Health Service (Performers Lists) (England) Regulation 2013, applicable to GPs, dentists, optometrists. Had potential for significant, additional, and unfunded burden on practices and performers.</p> <p>OFNC's responded focussing on issues impacting primary eye care services and the changes agreed as follows:</p> <ul style="list-style-type: none"> • DBS checks for performers list applicants from overseas – REMAINS but to mirror visa requirements. • process for those returning to the performers list – REMAINS but agreed to be more streamlined/less 	

		<p>time consuming.</p> <ul style="list-style-type: none"> Annual declarations to remain on the performers list – REMAINS but with assurance will be light touch. Requirement to inform NHS England about any issues raised with insurers – REMOVED. <p>New regulations come into effect on 18 September 2023.</p>	
	CENTRAL TEAM / CONTACT CHANGES	<p>Vanessa Cook joined as Finance Co-ordinator; shortly we will be announcing our new Business & Development Lead.</p> <p>There are some changes in how you communicate with us. For:</p> <ul style="list-style-type: none"> Urgent enquiries or financial, payroll and invoice/payment queries: Janice Foster jfoster@locsu.co.uk Clinical and pathway queries: Zoe Richmond zoerichmond@locsu.co.uk QiO and PCSE queries: info@locsu.co.uk WOPEC codes - LOC Individual practitioner and contract enquiries – your appropriate representative body (ABDO, AOP or FODO) or LOC all other queries: info@locsu.co.uk or myself (AL) 	
	OFNC STATEMENT: RULES PROPOSED FOR GOS CONTRACTORS IN ENGLAND	<p>NHS E submitted proposals to the Department of Health and Social Care (DHSC) which will alter the GOS regulations affecting contractors and their services.</p> <p>The amendments are set to come into force between November 2023 and January 2024.</p> <ul style="list-style-type: none"> A reduction (from 6 to 3 months) to submission window for GOS 1, 5 and 6 forms Move to an electronic payment claims system for all contractors by January 2024 Extend period in which a GOS contract is terminated from 7 to 28 days if death of contractor allowing more time for arrangements to be made. No longer a requirement to declare your gender in order to hold a GOS contract <p>The OFNC has stressed the importance of having continuity guidance to help manage any system outages that affect the claims.</p>	
	ICB SAFEGUARDING LETTER	<p>Some ICBs have requested additional safeguarding information/returns from contractors that go beyond that agreed nationally and included within QiO. Sector agrees this places an administrative burden on contractors and is inappropriate.</p> <p>National Standard Contract provides opportunity for ICBs to introduce local safeguarding requirements, but this should be resisted as it poses a risk of variation across England as well as draining valuable NHS resources with unnecessary duplication.</p> <p>LOCSU has produced a template letter which LOCs can use to communicate this.</p> <p>For clarity, the GOS contract does not provide the opportunity for local or regional variation and any requests received by contractors in relation to changes and additional requirements relating in any way to the GOS contract should be firmly pushed back by LOCs and raised to LOCSU via info@locsu.co.uk to enable us to notify OFNC and take a coordinated national approach.</p>	
	CPD GRANT WINDOW	<p>The 2022-23 CET claims window opened on Monday 3rd July and closes Thursday 2nd November. Advice is to submit claims as early as possible.</p>	
<p>11) Web Manager Report: <i>Peter Hutchinson</i> referred to the previously circulated report:</p> <ol style="list-style-type: none"> Total Website Registered Members: 194 (+31 registered but NOT activated) One practitioner moved away. 406 User Visits of which 119 were account log-on Pages visited 891: File Downloads: 119 Four new accounts opened and one previously applied for but not activated has been activated - details sent to Ed Adkins. Kate Fenn has been removed from the website Committee member's page and Hannah Castley added. The site is running smoothly with no major issues reported in this period. No notifications of retirements, deaths. 			

