

Freedom of Information request 410-17

Request

Please provide a description of the hospital your Ophthalmology department is in and approximate population served. E.g Tertiary university hospital who serves a population of approx 500,000.

1. Do you provide a service to see urgent/emergency ophthalmology patients? What do you call this service? E.g an Eye casualty/ rapid access eye clinic
2. Is it a walk in service or booked 9-5 or other (please explain)? E.g 9-5 booked sessions Monday to Friday or walk in
3. Do you have a telephone triage for new referrals? Who triages these calls and how? e.g Nurse prac, staff nurse, doctor other
4. What type of staff work in your emergency clinic seeing patients? And how many are present per session? e.g 2 Nurse practitioners, 2 doctors, (1 trainee, 1 non-training grade doctor) and an optometrist
5. How is consultant supervision provided? Do you have a Primary care consultant for eye casualty? e.g by the on call doctor, supervision from clinic, Primary care/emergency ophth consultant
6. How many patients do you see on an average day, week & month?
7. Are follow up appointments made in the same emergency clinic? What proportion per day are follow up patients?
8. What do you use to record the examination of patients? e.g patient notes, eye notes, electronic/computer based patient records(please specify which one)
9. If you have one, what is the tariff cost allocated to new and follow up patients seen as an emergency in the Ophthalmology department?
10. Who sees and triages out-of-hours emergency patients? What is classified as out-of-hours? e.g One on call doctor with consultant cover 5pm-9am, cover provided by another unit, walk in 24hours same as day time service. Weekend cover provided by a trainee and consultant all day

Response

1. Yes. Emergency patients are accommodated in existing clinic time during working hours and will be seen by an on-call consultant out of hours. There is not a specific clinic/time for these patients to attend.
2. GPs/Opticians etc call the department and will ask patients to attend in person if advised to do so. Other referrals come from A&E. Patient walk-ins are also accepted but discouraged as they have to be accommodated around existing booked clinics.

3. Nurses triage telephone calls to the department with advice from Doctor if necessary.
4. We do not have dedicated emergency clinics. Emergency patients will be seen by the consultant in clinic.
5. On call is provided by Consultant Ophthalmologists. We do not have any training grade doctors and there is always a Consultant present in the department during working hours.
6. We do not record on the electronic system if a patient has been seen as an emergency therefore we are unable to extract this data. This may be held in a patient's notes but this would be a manual trawl and the cost of carrying out this work would exceed the limit set in the Fees Regulations of the FOI(S)A 2002 and we are therefore not required to provide.
7. N/A – no dedicated emergency clinics so follow-ups seen in regular clinics. Urgent slots are held for patients to be given quick appointments.
8. We use patient notes (in the Borders Eye Centre) and clinic letters are then uploaded to Trakcare (electronic based patient record).
9. N/A
10. One on-call consultant covers out of hours (6pm to 8am week days and weekends). Emergency patients are seen in A&E and the on-call consultant would be contacted if required.

If you are not satisfied with the way your request has been handled or the decision given, you may ask NHS Borders to review its actions and the decision. If you would like to request a review please apply in writing to, Freedom of Information Review, NHS Borders, Room 2EC3, Education Centre, Borders General Hospital, Melrose, TD6 9BS or foi.enquiries@borders.scot.nhs.uk.

The request for a review should include your name and address for correspondence, the request for information to which the request relates and the issue which you wish to be reviewed. Please state the reference number **410-17** on this request. Your request should be made within 40 working days from receipt of this letter.

If following this review, you remain dissatisfied with the outcome, you may appeal to the Scottish Information Commissioner and request an investigation of your complaint. Your request to the Scottish Information Commissioner should be in writing (or other permanent form), stating your name and an address for correspondence. You should provide the details of the request and your reasons for dissatisfaction with both the original response by NHS Borders and your reasons for dissatisfaction with the outcome of the internal review. Your application for an investigation by the Scottish Information Commissioner must be made within six months of your receipt of the response with which you are dissatisfied. The address for the Office of the Scottish Information Commissioner is, Office of the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife.