

Your partners in eye care

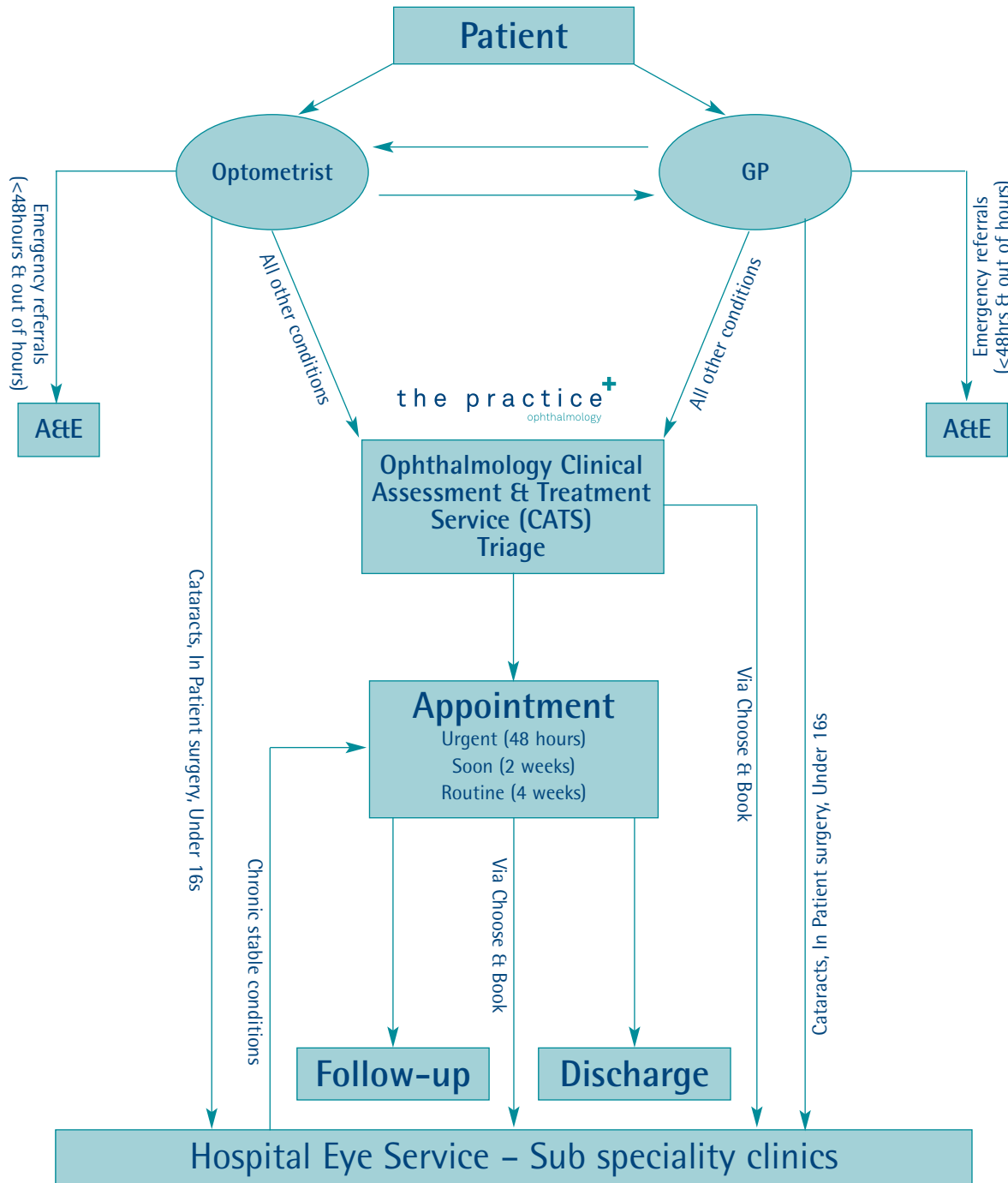
An intermediate ophthalmology service delivered by a team of specialist primary care ophthalmologists and optometrists.

- All referrals received excluding emergencies, cataracts, in patient surgery, diabetic retinopathy screening and children under 16
- Provided by specialist primary care ophthalmologists and optometrists
- Triage same day
- No patient charges
- High patient satisfaction
- Waiting times maximum 4 weeks
- 90% patient appointments within 2 weeks
- Saturday morning clinics
- Clinics run at locations in Borehamwood, Elstree, Potters Bar, Radlett

Commissioned by West Hertfordshire PCT/
Hertsmere Commissioning Ltd

Intermediate ophthalmology service

Care Pathway



Your community based provider

We are delighted to have this opportunity to introduce ourselves as your Intermediate Care Ophthalmology provider.

Commissioned by West Hertfordshire PCT/Hertsmere Commissioning Ltd, The Practice provides ophthalmology services to patients in the community. This intermediate care ophthalmology service provides an alternative to hospital based treatment and is offered to patients closer to their homes at various locations. The service offers the expertise of ophthalmologists, optometrists, visual field analysers to triage, assess and treat patients in the community.

How to refer

GPs and Optometrists can refer patients to The Practice Ophthalmology service by faxing through direct referrals on 01494 473169, posting them to The Practice Ophthalmology Service, Lynton House, 43 London Road, High Wycombe, Bucks HP11 1BP or emailing them to: eyes@thepracticeplc.co.uk. These referrals are then triaged by one of our ophthalmologists and our administration team will telephone each patient to establish a convenient day and time to be seen.

If the triaging ophthalmologist has indicated that the referral is not appropriate or that the individual should be referred directly to the Hospital Eye Service, the Eyes team administrators will make the onward referral to Choose and Book. In the case of an inappropriate referral, either following triage or clinical assessment during the clinic appointment, a letter of outcome will be sent by the administrative team to inform the patient's GP. An appointment will be allocated within a maximum of 4 weeks for all referrals. Once the patient has been seen The Practice will write to the approved GP and referrer, if not the GP, within 10 working days. Follow on appointments are allocated as required by the administration hub based on need as highlighted by the ophthalmologist/optometrist. Patients are informed of all appointments in writing including directions to each clinic. For all referrals please state on the referral whether they are urgent (48 hrs), soon (within 2 weeks) or routine (within 4 weeks).

Examples of referral criteria

Eyelids, orbit Trichiasis Meibomian gland dysfunction Blepharitis Allergies Eczema Cysts Concretions Epiphora Dry eyes Dacrocystitis	Iris Pupil abnormalities Posterior synechiae
Conjunctiva, sclera Inflammation Pinguecula Pterygium Cysts Episcleritis, scleritis	Vitreous Flashes and floaters Posterior vitreous detachment Opacities
Cornea Abrasion Recurrent erosion syndrome Dry eye Keratitis Keratoconus Endothelial abnormality Dystrophy	Retina Pigmented abnormalities Dry AMD Vein occlusion Retinal break Disc abnormality Schisis Macular hole Retinoblastoma Epiretinal membrane
Anterior chamber Anterior uveitis Strabismus	Glaucoma Raised IOP Visual field loss Cupped disc Narrow angle Gonioscopy Pigment dispersion syndrome Pseudo exfoliation

Exclusions:

Emergencies requiring immediate attention (< 48hours) should be referred directly to A&E or an appropriate urgent eye service. In the case of an urgent referral to this service, please ring 07787 511935 for advice. An appointment will be arranged on the same or next working day over the phone. Please note the close time for the emergency number is 5pm. Any referrals after 5pm should be sent to A&E Department at WHHT.

The following conditions should be referred to the Hospital Eye Service via Choose and Book.

• Cataracts • In patient surgery • Children under 16

If in doubt please call: 01494 463144

Clinicians

We use both ophthalmologists and optometrists to deliver our clinics. All of our clinicians are highly skilled and qualified to undertake ophthalmology in a community setting. We also provide additional training to all of our clinicians prior to starting their clinics in the community. Our Clinical Director and Clinical Lead for West Hertfordshire, Dr Lyn Jenkins is committed to ensuring clinical excellence from our team.

Dr Lyn Jenkins MA(Cantab) BM BCH(Oxon) DO MRCOphth

Lyn has pioneered the development of primary care ophthalmology and is Clinical Director of our service and Clinical Lead for Buckinghamshire, Hertfordshire and Kingston. Lyn set up one of the first diabetic retinopathy screening programmes at Stoke Mandeville Hospital, and has a specialist interest in laser treatment, having lectured around the world on diabetic retinopathy and laser surgery.

Lyn has also been a GP for over 20 years and has successfully married this with his ophthalmology career.

Jamba Tenzing FRCS MRCOphth MCSophthal Fellowship

Medical Retina

Jamba has joined us after a lengthy career in ophthalmology, specialising in medical retina. He is one of our most experienced primary care ophthalmologists having worked alongside Dr Jenkins for the past two years.

Ernest Onyema MSc FRCS

Ernest obtained his FRCS in 1995 and currently works as an Associate Specialist in secondary care as well as a primary care ophthalmologist with us. He has always had a special interest in primary care ophthalmology and is especially interested in glaucoma.

Ms Theresa M Dada (Denton) MBBS FRCSI Ophthalmology
Theresa (Sholla) obtained her FRSCed in 1995, and since then has held a number of positions in secondary care ophthalmology services. She is especially interested in glaucoma and primary care ophthalmology. Sholla has developed her expertise in primary care ophthalmology and is an invaluable member of our team.

Dr Patricio Pacheco BSc MD MRCOphth
Patricio studied and worked in Chile before coming to the UK. Working at both Moorfields and Homerton Hospitals he has experience in various eye specialist areas including oncology, medical retina, uveitis and PCC paediatric. In addition, he has worked in A&E and hospital primary care clinics. Patricio's voluntary work includes Charring Cross' Clinics of Santiago working on general morbidity and ophthalmology whilst running preventive campaigns and community education programmes. He speaks both English and Spanish.

Dr Jeremy Rose MA MBBS MRCP
GP and Clinical Governance Director. Previously a PEC Chair and PCT Clinical Governance Lead, Jeremy's role is to oversee Clinical Governance in the whole organisation.

A caring and careful approach at a local clinic

Clinic locations:

- **Borehamwood**
The Grove
Borehamwood Shopping Park,
Theobald Street, WD6 4PR
- **Elstree**
Schopwick Surgery
Romeland, WD6 3BJ
- **Potters Bar**
Potters Bar Community Hospital
Barnet Road, EN6 2RY
- **Radlett**
Red House
124 Watling Street, WD7 7JQ

Please note locations are subject to change

Performing a quality service

Community based clinics such as ours are usually more accessible and offer decreased waiting times, helping to improve patient satisfaction.

At The Practice we offer clinical services to NHS patients who need to be sure of the very highest standards. But it's *how* we do what we do that makes the difference. We aim to deliver genuinely caring and thoughtful patient centred services, minimise waiting times and make the whole experience one to remember with satisfaction. From first referral through diagnosis to effective treatment we promise true professionalism. At The Practice, patients come first.

If you would like to discuss the services provided by The Practice further, or arrange for us to visit you please contact us on 01494 868938.