

Schedule 1
**Moorfields at Bedford Hospital
Service Specification**

1. Introduction

There are eight specialist ophthalmic services provided at Bedford Hospital. The services are:

- General
- Acute
- Adnexal
- Cataract
- Cornea & External Disease
- Glaucoma
- Medical Retina
- Strabismus & Paediatric
- Surgical Vitreoretinal

The services provide continuity of care from outpatient to inpatient. Surgery for VR cases is undertaken at Addenbrookes Hospital. Surgery for some Glaucoma and Paediatric Strabismus patients is undertaken at Hinchingsbrooke Hospital.

The activity for the last financial year was:

- New Patients 5,602
- Follow up Patients 15,114.

The data capture does not give precise numbers for each specialty.

The specialist services manage referrals from General Practitioners, consultants and tertiary centres, as well as providing the basis from which Moorfields' responsibilities in respect of research, development, and education are undertaken.

2. Specialist Services

Each service will be described in the following sections.

2.1 General

The service provides care for a high volume of patients in need of initial structured management of their condition. It is a consultant led, non-surgical service, providing the assessment and treatment of all undesignated referrals and those consultant designated referrals that are deemed appropriate for urgent ophthalmic advice, including consultant to consultant referral of inpatients.

The General Service acts as a "filter" to the specialist services and provides a complete care programme for patients requiring ophthalmic primary care. It is a multi-disciplinary, one stop outpatient service which aims to diagnose, treat, and discharge the majority of patients in one visit. The team comprises ophthalmologists, nurses, optometrists and orthoptists.

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The management of patients is tailored to meet the individual's needs as may be indicated in the referral letter, including priority of appointment, the need for special investigations and direct access to specialist services on the day of appointment.

NB – referral protocols to govern onward referrals from the primary care clinics will be agreed between the coordinating commissioner and Trust.

Acute Clinic

The acute clinic provides 9 sessions during the week (Monday to Friday). Patients with acute needs can be referred directly General Practitioners, Consultants or Optometrist. (via Facsimile or phone supported by referral). The patient is triaged and given an appointment time. Patients are seen and treated and discharged or followed up if necessary.

The walk in clinic also provides for DVLA visual field tests as follows:

- Referred directly from DVLA
- Patients attends for Visual Field test
- Test examined by Consultant and paperwork return to DVLA

2.2 Adnexal

The Adnexal Service comprises the main services Lacrimal and Oculo-plastic.

2.2.1 Lacrimal service

This service provides treatment for patients who suffer from tear drainage problems that may be due to chronic infection of the lacrimal sac or blocked tear ducts. Most require surgery, often complicated by a previously failed surgical attempt to cure the situation.

This is a joint clinic performed by an Ophthalmologist and an ENT Surgeon. It is carried out bi-monthly and identifies any patients who require DCR surgery. These operations are then performed on a joint list between Ophthalmology and ENT.

2.2.2 Oculo-plastic service

This service provides treatment for the removal of tumours of the eyelids and adjacent areas including the orbit. It also deals with the correction of lid deformities and malfunction, such as entropion, ectropion and ptosis and the reconstruction of the eye socket and lids after trauma or when extensive tumours have been removed. This service works closely with the ocular prosthetic department that provides a manufacturing and fitting service of artificial eyes, cosmetic shells, and orbital and facial prosthesis.

A monthly Operating list is usually generated from this clinic.

2.3 Cataract

As cataract is the most common blinding disease in the world, Moorfields takes a deep interest in its management for the purposes of teaching, research and for the welfare of patients. The Cataract Service is the largest of the surgical services at Moorfields, Surgery is mostly performed on a day case basis.

Cataract Pathway

Referrals are made directly by Optician or General Practitioner, via Choose & Book or direct referral method.

- Referred from GP or Optometrist
- Seen in One Stop clinic – assessed, listed for surgery, Biometry, Nurse preoperative assessment, operation date agreed.
- Attend for surgery as day case
- Seen at 5 week post operative by Specialist Nurse unless complications noted – Discharged or re-listed for opposite eye.

General Anaesthetic Patients are admitted to the Day case Ward (Tavistock), where they are booked for a 23 hr bed, but often go home same day.

In Financial Year 2006/07 49 patients spent time in Tavistock Ward. The total bed days for these patients were 86.

2.4 Cornea & External Disease

Patients with Corneal problems are referred directly to the specialist, and as a result the service runs a number of highly specialised clinics for the management of corneal disease.

2.4.1 Anterior segment clinic

This clinic runs concurrently with the contact lens clinic and specialises in diseases of the cornea and ocular surface, including infections.

2.4.2 External Disease Clinic

The External Disease Clinics specialise in diseases of the cornea and ocular surface, including infections, which characteristically cause pain and impairment of vision.

2.4.3 Contact Lens Clinic

The Contact Lens Clinic is part of this service, and, where appropriate, the clinics incorporate contact lens fitting expertise.

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The service is supported by comprehensive resources for evaluation of the cornea, and by an experienced microbiology laboratory. The 'Eye Bank' regularly obtains and provides suitable donor tissue for corneal transplantation.

2.5 Glaucoma

A well-integrated service is provided for Glaucoma patients. Patients with suspected glaucoma are seen in the Primary Care Glaucoma screening clinic and only patients with established glaucoma, or at high risk of developing glaucoma, are seen by the Glaucoma Service. Patients may require regular indefinite monitoring and therefore constitute a major commitment of the service.

Glaucoma Pathway

- Referred by GP or Optometrist
- Seen in One Stop Glaucoma clinic – VF, Pachymetry, assessment, HRT, Disc Photos, Diagnosed , treated or Discharged

The service is supported by 2 visual field analysers in the clinics. The most up-to-date methods of medical, laser and surgical treatment are used. The Glaucoma Service contributes to research on the site.

2.6 Medical Retina

The Medical Retina Service provides diagnostic and treatment for patients with disorders such as age-related macular degeneration and hereditary retinal disorders, retinal vascular diseases (including diabetic retinopathy), and intraocular inflammation. Many of these disorders cause progressive visual loss leading to blindness and represent one of the leading causes of blindness in the developed world. If diagnosed early, certain conditions may be treated successfully. Patients are referred from within clinic or as a new referral.

Patients are seen by a Consultant or Associate Specialist – assessed and given Laser Treatment.

These patients may require Fluorescein Angiogram which can usually be performed on the same day.

2.6.1 Diabetic retinopathy screening:

Close links are maintained with the diabetic retinopathy screening service, which is based at Bedford hospital and covers all of Bedfordshire. Patients who require further assessment or treatment are referred either to this service or to the Luton and Dunstable Hospital.

Laser therapy is the mainstay treatment in this area. Laser therapy has dramatically increased the number of patients for whom blindness may be prevented and the hospital intends to remain at the forefront of the

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development of new treatment techniques.

The service has developed a strategy to define our involvement in the National Service Framework for Diabetes, capitalising on our strengths in the Reading Centre, to provide secondary grading, quality assurance and training to PCTs setting up their diabetic retinopathy screening programmes. This is in collaboration with the Bedford Hospital Diabetic Service.

Macular

This section constitutes the core of medical retina patients who present with retinal vascular disease and age-related macular degeneration.

Uveitis

This section deals the evaluation and management of patients with intraocular inflammatory disease that may affect various parts of the eye including inflammation associated with HIV infection, scleritis and acute intraocular infections.

2.7 Strabismus and Paediatric

The Strabismus Service provides treatment for amblyopia in children and disordered movement of the eyes in patients of all ages. The service has particular expertise in the use of Botulinum Toxin.

Outreach service

The service provides an Outreach service to the local Child Development Centre (Kempston) and Learning Disability Centre at Twinwoods (Clapham, Bedford). This is provided weekly alternating between the 2 centres.

2.8 Vitreoretinal Surgical

Outpatient services are provided including new and follow-up. The surgical workload is managed at Addenbrookes Hospital. Surgical disorders of the vitreous and retina include various forms of retinal detachment, advanced diabetic eye disease, intraocular inflammation and the effects of major eye trauma. Many of these disorders affect both eyes and carry considerable risks of visual loss.

Bedford Hospital has elected to continue offering the management of the Vitreoretinal surgery under an agreement with Addenbrookes Hospital. A clinic is held weekly on a Friday morning.

3. Out of hours arrangements

On-Call Provision

Outside normal clinic times emergencies go to Luton and Dunstable Hospital (L&D), where there is 24hr cover provided by middle grade doctors (FY2's, SHO's & staff grades). Second on call is provided by consultants from the L&D and Bedford Hospital.

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Retinal detachments are sent to Cambridge where an excellent service is provided, supported by outreach clinics at Bedford Hospital. Other emergency surgery is undertaken at L&D if at a weekend or at Bedford Hospital on a regular theatre list, if possible, during the week.

4. Orthoptic Department

The Orthoptic Department provides a comprehensive clinical back-up service. Bedfordshire Primary Care Trust which employs the orthoptists directly supports this service. The team consists of three full time staff plus an additional 2 to 3 sessions provided by the Luton Orthoptic team. The department's work includes assessing the detailed vision in very young children up to adults, and diagnoses and measures the different types of squints. Orthoptists work in close association with several of the specialist clinics and also provide Primary Children Vision Clinics for the initial assessment of and management of children under the direction of a Strabismus consultant. The services are carried out at Bedford Hospital, Community Paediatric Orthoptic clinics in North and Mid Bedfordshire, specialist schools including Multiply Disabled and Visually Impaired (MDVI) children (at the special schools or the Child Development Centre), and at a Health Resource Centre for adults with learning disabilities

5. Ultrasound

B-scan ultrasound provides the ability to assess patients who have opacities of the media such as mature cataract, or vitreous haemorrhage.

In addition a very accurate optical method allows calculation of the lens implant power in pre-op cataract patients to give any desired post-operative refraction, following cataract extraction.

6. Medical Imaging (Ophthalmic Photography)

The Medical Imaging service is currently supplied by Northampton General Hospital and is as part of the diagnostic team. It provides retinal colour photography, and anterior segment colour photography.

7. Ocular Prosthetics

The Prosthesis service at Bedford Hospital is managed by The National Artificial Eye Service which manufactures a range of products for patients, including artificial eyes. The department works closely with the specialist services. Clinics are held every first Wednesday of the month, patients booked via the head office in Blackpool.

8. Waiting list management

Out Patients

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Out patient waiting list management is undertaken by dedicated ophthalmology admin and clerical staff within Ophthalmology Department. Referrals are made through the Choose & Book system which will remain under the name of Bedford Hospital.

In Patients

In patient waiting list management will remain the responsibility of Bedford Hospital due to low patient volumes.

Waiting time performance

Moorfields' responsibilities for meeting waiting time standards and targets are defined in Schedule 4 of this agreement.

9. Service Provision

Clinics

Moorfields will be responsible for the provision of the Out Patient Clinics between the hours Monday and Friday 9 am to 5 pm. There may be some special clinics that run between 8am and 6pm.

Theatres

Moorfields will provide the theatre sessions agreed as 9am to 1pm and 2 pm to 5:30 pm. The reception (adjacent to the theatre), will be open from 8am to 6:30pm. There are currently 6 theatre sessions per week*:

- Monday pm
- Tuesday am pm
- Wednesday am pm
- Thursday pm

Plus the joint ENT list bi-monthly and the Oculo-Plastic list monthly.

Day Cases and Inpatients

The ophthalmology service uses the Day Surgery Unit (Tavistock Ward) for general anaesthetic patients. These include DCR, squint (adult), Corneal graft or have other social/medical problems. Paediatric patients will use the children's ward (Riverbank.) In the Financial Year of 2006/07 there were a total of 86 Bed days used for paediatric patients.

10. Quality

To meet the Health Care Commission Standards for Better Health, Moorfields will undertake quarterly Patient Satisfaction surveys to Bedford Hospital Management team to ensure a high quality of service provision is maintained.

FINAL

Bedford Hospital

Clinical support services

Sept 2007

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Introduction

Moorfields Eye Hospital is going to manage the ophthalmology out patients' services at Bedford Hospital and the ophthalmic aspects of the ophthalmic in patient service. This is set out in the "Moorfields at Bedford: Service Specification for Moorfields Services" document.

This document states the clinical support services Bedford Hospital will provide to enable Moorfields Eye Hospital to provide ophthalmology services.

In Patients waiting lists

The in-patients waiting list will be managed by Bedford Hospital Trust wide waiting list manager who is responsible for all waiting lists.

Full booking is implemented for cataract patients. The date of surgery is agreed with the patient and clinician at the time of the clinic appointment. The admission form is completed and a copy sent to the admission department where the tci date is recorded and monitored.

All paediatric beds must be booked through the waiting list team enabling the elective beds be effectively managed.

In patients facilities

Day surgery unit (Tavistock ward)

This will be used for general anaesthetics patients requiring recovery time and any patient who are not suitable for admission to the eye theatre reception. The pre assessment of these patients will be the responsibility of the ophthalmology staff.

The patients will be booked via the in patient waiting list manager.

All in-patients ophthalmology patients will be booked in to Tavistock Day Surgery Unit. If the patient requires an over night stay bed then the patient will be moved to an inpatient ward over night.

Tavistock ward is open Monday to Friday 07:30 to 20:00 hours.

In Financial Year 2006/07 there were 1505 in total patients admitted to the Trust under ophthalmology, of which 49 spent time in Tavistock Ward. These are usually booked as 23 hour stay but they do have the choice of going home the same day.

The total bed days for these patients were 86.

All paediatric patients will be admitted to River bank the children's ward. All patients will be pre assessment prior to admission by the ophthalmology clinician with a play leader.

Riverbank ward comply with the children's nation standard framework of 2004 which set out a 10 year plan for children Services in hospital.

Diagnostics

Pathology

includes all the following services.

Cellular pathology

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Clinical Biochemistry
Microbiology
Haematology
Histopathology

All requests must have the requesting consultant name. The request card will have a stamp stating that the request pertains to Moorfields Eye Hospital. Standard blood test turnaround times are 24 hours. Simple histopathology specimens are also turned around in 48 hours if the specimen is received by noon. For More complex specimens the turnaround time will vary. There is a comprehensive pathology hand book available on the Bedford hospital intranet. There is a handbook on the Bedford Hospital intranet site which gives a comprehensive guide to their services.

Cardiology

Bedford Hospital will provide this service to Moorfields Eye Hospital. All Electrocardiograms will be performed at pre assessment clinics by the pre assessment nurse or as a booked request to the cardiology department. Echocardiogram, 24 hour Electrocardiogram and Exercise tolerance test are booked within 4 weeks (the wait time should be reducing in line to meet the 18 week RTT).

April 2006 to March 2007 the total test requested was 16.

Electrocardiogram	6
Exercise tolerance test	2
echocardiogram	8

Radiology

Radiology provides a "walk-in" service for routine chest x-rays. Other requested are booked as an urgent or routine and the waiting times for routine USS B scans, CT, MRI and DXA are 13 weeks. There is a trust wide project plan for reducing wait times to meet the 18 week RTT. Urgent referrals are usually dealt with within 24 hours.

There is currently no data available to capture the volume of requests ordered by Ophthalmology.

Medical imaging (ophthalmology Photography)

This service is provided by the Northampton General Hospital who send a photographer each Wednesday from 0900 to 1630 hrs. The responsibility includes Fluorescien Angiography , any imaging required by the Medical Retina clinic and by any other Ophthalmology clinics being held during those sessions.

Pharmacy

Bedford hospital will use the Bedford eye formulary

The Clinical Pharmacy Services will be provided under contract with Bedford Hospital's department that provides a range of services including a dispensing service for both outpatients and inpatients within the Trust.

According to current hospital policy, patients discharged following operation are supplied with one original pack of treatment, usually sufficient to last one month or until their next outpatient appointment, if authorised by a consultant. The normal charge will be levied for out patient prescriptions.

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Patients requiring contact lens solution will receive one-month supply from the range in the formulary in the first instance for the prescription fee and monthly supplies thereafter.

Dispensing of drugs

Out patient clinics

The drugs will be ordered using Bedford standard system by the out patient nursing staff. The order will then go to pharmacy and will be dispensed with in 24 hours and will be costed to Moorfields eye.

Distribution arrangements are covered under the non-clinical services section.

Patients to take out (TTOs)

Medication required by the patient on discharge will be ordered by the clinic staff up to a week prior to the patient's admission date and stored in the eye theatre reception area.

In Patients

Drugs used by the day surgery unit and in the in patient wards will use a separate cost code when ordering drugs for ophthalmology patients.

Private patients

Private patients' prescriptions will be dispensed by pharmacy under the budget of ophthalmology.

Pre packs

No pre packed drugs for unidentified patients will be dispensed with the exception of Chloramphenicol ointment, Viscotears Gel and Diamox tablets which are all used for patients who require acute emergency treatment.

Cytotoxic drug ordering

Prescription orders for 5FU and Mitomycin c will be ordered using the order form provided by pharmacy. These should be ordered at least 24 hours in advance and will not be expected to be collected before 1100 hrs on the day of use.

Theatre

Standard drugs will be ordered by theatre staff using Bedford standard systems and costed to theatres.

Specific ophthalmology drugs order using a separate cost code agreed by pharmacy for Moorfields to be charged.

The Bedford hospital medicine management and prescribing policy (November 2005) will be observed.

Bedford will provide drug information via a telephone enquiry to the pharmacy department. There is also a detailed information on the intranet site including BNF drug search, drug formulary and drug information.

Theatres

There are eight theatres at Bedford hospital. Theatre 7 will be the theatre which Moorfields will normally be allocated on a fully equipped/ fully staffed basis. The eye theatre reception area is located next to this theatre. All local anaesthetic patients will be admitted to this area for their operation.

The following sessions have been allocated to Moorfields.

Monday pm

Tuesday all day

Wednesday all day

Thursday am

Staff for each session which will be provided by Bedford Hospital will be

1 anaesthetist (consultant or middle grade level)

1 ODP

2 scrub nurses

1 runner

These staff will be appropriately qualified and experienced

Bedford hospital will be responsible for providing this level of staff for the session.

In extreme circumstances, for example a major incident, Bedford hospital may have to prioritise those staff allocated to be diverted to other areas.

An additional theatre session will be available for one session a month for Occulo plastic surgery. (Thursday pm). This will not be staffed by theatre staff.

A session is from 9am to 1pm or 2pm to 5:30 pm

An am session 4 hrs and pm session 3.5 hrs.

A 2 week notification of a general anaesthetic list or a general anaesthetic patient must be give to the theatre manager to ensure the recovery area is staffed appropriately.

All equipment used in theatre will remain the property of Bedford Hospital

All non consumables will be ordered and costed to theatre with the exception of intra-ocular lens. These will be ordered by theatre staff with a separate cost code which will be payable by Moorfields

Although the sessions are identified they will be a mutual agreement to both parties for sessions to be flexible and change to meet the needs of the services. The allocated sessions are fixed into the theatre schedule. Any changes to this schedule must be negotiated with the theatre manager.

Moorfields must give 6 weeks notice of cancelling a theatre session. If they do not then they are responsible for contacting and cancelling the patients and ensuring that the patients are rebooked in accordance to national initiatives and policies. This session would not be reinstated and the staff would be redeployed within the theatres. A weekly discussion with the theatre manager and the site manager for Moorfields will be conducted to ensure the efficient usage of the theatres.

The Operating theatre operational policy and Bedford Hospital consent policy (currently December 2006) will apply.

Clinical Governance

There is a Clinical Governance structure and systems with approved policies and audit of compliance in place

There is also a risk management structure in place.

Point of contact

The General Manager or their deputy for Surgery and Anaesthetics will be the first point of contact for any clinical issues the Moorfields site manager may have with Bedford Hospital.