

## Document 1- Community Ophthalmology Service Key Performance Indicators and Monitoring Requirements

Quality Requirement	Threshold	Method of Measurement	Consequence of breach
Referral triage outcomes are returned to the Clinical Assessment Service (CAS) within 48 hours of receipt	100%	CAS database reporting	Escalated at Service Review meetings
Less than 60% of referral triage outcomes will be to secondary care	< 60% triaged to secondary care	Monthly reporting by Service	Further information about the casemix and discussion at Service Review meetings
Patient is contacted within 3 days of referral receipt to book their appointment.	95%	Monthly reporting by Service	Escalated at Service Review meetings
Patient is offered an appointment within 2 weeks of referral receipt.	90%	Monthly reporting by Service	Escalated at Service Review meetings
Patients requiring low vision aids are followed up via telephone within 6 months of their initial appointment.	95%	Monthly reporting by Service	Escalated at Service Review meetings
Patients issued with a low vision aid during their low vision appointment or within 3 weeks if ordering is required	100%	Monthly reporting by Service	Escalated at Service Review meetings
Request for onward referral to secondary care are submitted to CAS within 48 hours of the community appointment	100%	Monthly reporting by Service	Escalated at Service Review meetings
Patient overall satisfaction good or better (90%)	90%	6 monthly report	Escalated at Service Review meetings
Less than 30% of patients who are triaged to the community assessment appointment will be onward referred	< 30%	Monthly reporting by sub-contracted optometrist	Further information about the casemix of onward referrals and

			discussion at service review meetings
Less than 17% of patients who attend a community assessment appointment will be required to have a follow up appointment (excluding COAG & OHT)	<17%	Monthly reporting by sub-contracted optometrist	Further information about the casemix of referrals and discussion at service review meetings
Less than 6% of community assessment appointments that require a further follow up appointment will receive a 3 <sup>rd</sup> appointment (excluding COAG & OHT)	< 6%	Monthly reporting by sub-contracted optometrist	Further information about the casemix of referrals and discussion at service review meetings

Specification reference	Local Requirements Reported Locally	Reporting Period	Format of Report	Timing and Method for delivery of Report
3.2i Community Ophthalmology Referral Triage	Triage outcomes	Monthly report	Broken down by: <ul style="list-style-type: none"> <li>• Community Assessment</li> <li>• Community COAG &amp; OHT</li> <li>• LVA</li> <li>• returned to GP</li> <li>• Secondary Care</li> </ul>	Monthly via email
3.2ii Community Assessment	Number of community assessment appointments by location	Monthly reporting submission	To be confirmed	Monthly via email
3.2ii Community Assessment	Diagnosis following community assessment	Monthly reporting submission	To be confirmed	Monthly via email
3.2ii Community Assessment	Assessment outcome (follow up, discharge, onward referral)	Monthly reporting submission	To be confirmed	Monthly via email
3.2ii Community Assessment	Community Assessment DNAs by location	Monthly reporting submission	To be confirmed	Monthly via email
3.2ii Community Assessment	Equality monitoring (9 protected characteristics) data of patients by first and follow up appointment			
3.2iii Community COAG & OHT Service	Number of First Assessment appointments by location	Monthly reporting submission	To be confirmed	Monthly via email
3.2iii Community COAG & OHT Service	Number of Follow up appointments by location	Monthly reporting submission	To be confirmed	Monthly via email

3.2iii Community COAG & OHT Service	Appointment DNAs by location	Monthly reporting submission	To be confirmed	Monthly via email
3.2iii Community COAG & OHT Service	Equality monitoring (9 protected characteristics) data of all patients by first and follow up appointment	Monthly reporting submission	To be confirmed	Monthly via email
3.2iv Low vision assessment	Registered GP of patient	Monthly reporting submission	To be confirmed	Monthly via email
3.2iv Low vision assessment	Referral source (GP, Optometrist or self-referral)	Monthly reporting submission	To be confirmed	Monthly via email
3.2iv Low vision assessment	Details of low vision aid prescriptions including date ordered, delivered and cost	Monthly reporting submission	To be confirmed	Monthly via email
3.2iv Low vision assessment	Equality monitoring (9 protected characteristics) data of all patients by first and follow up appointment	Monthly reporting submission	To be confirmed	Monthly via email
3 Scope	Patient comments, complaints and compliments (broken down by community assessment, LVA and COAG & OHT)	Monthly reporting submission	To be confirmed	Monthly via email