

the DESPatch

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Kent and Medway Diabetic Eye Screening Programme

GP Newsletter

7th Edition - February 2024

Welcome

Welcome to the latest edition of DESPatch, your local Diabetic Eye Screening Programme GP Newsletter.



Meet The Team

Programme Manager
Pamela Hebditch



*Engagement
Officer*
Phoebe
Mattiucci



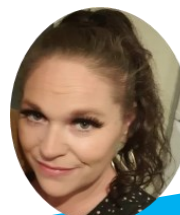
*Deputy Programme
Manager*
Dawn Herman



*PA/Engagement
Officer*
Rachel Walsh



Failsafe Manager
Marie Eldridge



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web.inhealthgroup.com/diabetic-eye-screening/information-for-patients
enquiries.kmdesp@nhs.net

Paula Carr Diabetes Centre, William Harvey Hospital, Kennington Rd, Willesborough, Ashford, Kent,

Local Headlines

Top 10 GP Practices

We would like to start by giving a huge thank you to all the GP surgeries in the Kent and Medway area for your continued support. With an honourable mention to the below surgeries who have the highest uptake rates for our service:

CCG	GP Code	Practice Name	Attendance %
Swale	G82035	The Chestnuts Surgery	91.4
Ashford	G82658	Sellindge Surgery	90.7
Ashford	G82730	Kingsnorth Medical Practice	88.8
West Kent	G82110	Town Medical Centre	88.7
West Kent	G82234	Phoenix Medical Practice	88.1
West Kent	G82888	South Park Medical Practice	88.1
Ashford	G82142	Wye Surgery	87.9
South Kent Coast	G82684	New Lyminge Surgery	87.9
South Kent Coast	G82111	The Cedars (Deal)	87.5
Medway	G82721	Parkwood Family Practice	87.2



PPG Engagement

The engagement team are building contact with more Patient Participation Groups (PPGs). We have started collating contacts for PPGs and will gradually reach out to the remaining GP surgeries over the next few months. We have attended PPG meetings previously and found them very useful for gaining insight on how we can improve our service and increase accessibility for all our patients. If you have an active PPG associated with your practice who may be interested in engaging with our DESP please forward on our contact information.

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Local Headlines

Learning Disabilities Project Uptake


We continue to work on our Learning Disabilities Project to help encourage attendance from our patients who may have additional needs or requirements. We have been making direct contact with our patients with learning disabilities to try and find what factors may be hindering them from attending. We have made slight changes such as offering double time appointments, booking them in the first/last appointment of the day or simply just talking them through what to expect. In some cases, we have even arranged desensitisation appointments, where our patient can visit one of our clinics and, taking as much time as they need, experience what an appointment entails.

The engagement team are also offering easy to read appointment letters to those who need it that will contain fewer words and pictures, as well as reminding them to bring their Health Passport.

If you have any advice on how we can further improve uptake for our patients with learning disabilities, please don't hesitate to reach out: hil.engagementkmdesp@nhs.net

GP Practices— Mergers

As some of you may be aware, our nationally approved software, Spectra, arranges appointment locations based on patients' GP address. This has caused some of our patients to be offered a diabetic eye screening appointment significantly far from their home, which may be a cause for non-attendance. If relevant, please remind patients we will be more than happy to change any appointment and to give our bookings team a call on 01233 880000. If you have recently merged or have a merger coming up, please ask us for our poster to display in your waiting area.



NEED TO CHANGE YOUR DIABETIC EYE SCREENING APPOINTMENT?

NHS
KENT & MEDWAY DIABETIC EYE SCREENING PROGRAMME

Merging GPs may change the usual location for your diabetic eye screening appointment.

If you would like to return to your usual clinic location, or simply change the time or date, give us a call.

Call our Bookings Team 01233 880000
Monday-Friday 9am-5pm

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MAKING HEALTHCARE BETTER

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Local Headlines

Events

The Kent and Medway DESP are always looking to attend relevant events to attend to help share what we do.

We recently attended a Type 2 Diabetes event hosted by Diabetes UK, which aimed to inform recently diagnosed patients.

If you'd like us to attend one of your events, please do get in touch.



Practice Actions and Spectra

We still encourage you to log onto SpectraPM to process your Practice Actions on a regular basis. This is essential in assuring results letters are downloaded and new referrals are processed.

Similarly, please remember to review patients who have opted out or are excluded.

We also encourage having as many users as possible on SpectraPM, to cover any sick or holiday leave. There is no limit on how many users a Practice can have.

We are also planning on hosting a "Lunchtime Learn" over Microsoft Teams in March 2024, where we will walkthrough how to use Spectra and answer any questions. Invitations will be emailed to all GP Surgeries.

Our support team are also willing to host tutorials on how to use the system at any time that is convenient to you.

Pride In Practice

We would also likely to proudly announce we have been awarded GOLD in the Pride in Practice Awards. We continually work towards inclusivity for everyone, and strive to have no patient feel unwelcome within our services. All our staff have received training on inclusivity towards the LGBTQ+.



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Local Headlines

NHS DIABETIC EYE SCREENING INTERVALS - CHANGES FOR PEOPLE AT LOWER RISK

From October 2023 the NHS Diabetic Eye Screening Programme (DESP) started to invite people at lower risk of diabetic retinopathy for screening every 2 years instead of every year.

People eligible for diabetic eye screening who have had two consecutive eye screens showing no signs of diabetic retinopathy will be offered screening every 2 years as it is safe to do so.

This change is based on a recommendation by the UK National Screening Committee (UK NSC) following a large study showing it was safe to invite people in this lower risk group every 2 years. Extended intervals are already in place in Scotland, Wales and Northern Ireland.

If someone is concerned about changes to their eyesight, they should contact their optometrist or optician straight away.

We can supply a range of information to help inform your patients: Posters, Digital display screen assets, and social media posts. Please contact the engagement team if you would like any of these for your practice: enquiries.kmdesp@nhs.net



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Failsafe Corner

EXCLUSIONS AND PRESUMED NOT DIABETIC EMAILS

If a patient informs DESP that they are not suitable for screening due to medical or mental health reasons, or inform us they are not diabetic, DESP will postpone these patients while we confirm the patient's status with the GP.

DESP Failsafe send emails every 2 weeks to GP Practices to request confirmation that patients are medically unfit or not diabetic. When responding back to these emails please ensure you provide all information needed such as:

The medical reason why patients are not fit for screening

If a patient is housebound, or in a Care Home please ensure the medical condition is also recorded as it is required by DESP to support a safe exclusion

Include the GP/Nurse name and job title (**we can not accept pharmacists unless they are the diabetes lead for the practice**)

If a patient is not diabetic, please confirm if they have never had diabetes/coded in error or if they have diabetes in remission. Please use the number codes on the email to confirm this.

Please note – we are unable to accept admin staff name when confirming an exclusion or not diabetic query. If all information required is not provided it may cause delay in processing these requests, which can relate to emails being sent again.

PRACTICE ACTIONS ON SPECTRA PM

Most GP's have access to Spectra PM and they are able to do the following:

Refer patients into the DESP programme

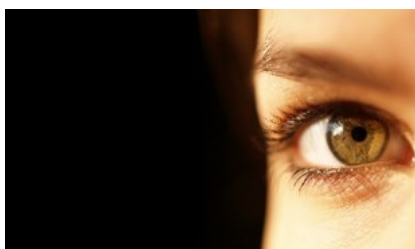
Confirm deceased statuses and addresses

Process screening results and review GP actions following screening

Review patients who have opted out

Review exclusion statuses

Exclusion reviews must be approved by a GP/NURSE. DESP cannot accept admin staff exclusions.



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Failsafe Corner

NEWLY DIAGNOSED PATIENTS WITH DIABETES

When patients are newly diagnosed, please ensure that they have been advised of their diagnosis and discuss the need for Diabetic Eye Screening with them, and that they will be referred to us and invited for screening.

Please advise patients of the importance of attending screening and encourage attendance to hospital appointments if needed.



GP Practice Frequently Asked Questions.....

Q. The patient is blind, why are they being invited to screening?

A. Patients can be removed if they have no perception of light (NPL) in both eyes with written evidence from the hospital eye service (certificate of visual impairment – CVI). Patients registered blind may still have some level of vision, and therefore will need to be kept on register and offered screening.

Q. The patient is not registered with our Practice but DESP keeps querying the patients registration?

A. DESP extract data from the NHS Spine on a weekly basis to keep patient's record up to date. If a patient has been deducted, practices will need to update NHS SPINE, so the patient is no longer not linked to your surgery. All deductions and new registrations need to be made on the clinical system whilst logged on with a smart card, so the update is shared with the NHS Spine.

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Failsafe Corner

GP Practice Frequently Asked Questions.....

Q. *How do we report the death of a patient?*

A. GP practices need to code patients as deceased on their system and update NHS Spine. This will then update Spectra PM with our weekly updates from the Spine. Please ensure the patient has been coded correctly and has the correct date of death.

If a patient has died abroad and you do not have the date of death, please deduct them from your surgery list and update NHS Spine. DESP may keep chasing confirmation of death if the patient remains registered to your surgery.

Q. *Do DESP do home visits?*

A. DESP are not commissioned to carry out home visits. The only treatment available for Diabetic Maculopathy and Diabetic Retinopathy (injections and laser) need to be given in a hospital setting. If patient needs to be seen and is unable to attend one of our screening locations, please refer them to the hospital eye service. If they are unable to go to the hospital, the patient should be considered for an exclusion from DESP.



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Customer Operations



Spectra PM – The Diabetic Eye Screening Programme

Eye screening is an important part of your patient's diabetes care, Spectra PM allows you to view your patients journey.

Our software contains everything you need in one place, being able to view and support your diabetic patients for their eye screening.

Would you or anyone else in the GP Practice, like us to show you the Spectra software? Maybe you want to ensure you are using the software its full potential? or it's been a while since you logged on and would like a refresher on how it works.

Please email supportdesk@health-intelligence.com with suitable days and times and we will accommodate your requirements.

If you already have the software but need additional users to help manage your diabetic patients on Spectra PM

Please email supportdesk@health-intelligence.com with the following information;

- Name
- Job Role
- NHS Email
- ICB (Integrated Care Board)
- Practice Code & Practice Name
- Convenient dates/times for new users to be shown how to navigate around the software remotely (should they require this)

General Enquiries

Do you have a question regarding a Diabetic patient, perhaps unsure where to find further details on a patient? **Or** do you need assistance downloading patient result letters into your clinical system?

Call Customer Operations on 01270 527 373

Monday – Friday 08:30-17:00

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Get in touch with us...

t: +44 (0) 1233 884110 (Programme Office)

t: +44 (0) 1233 880000 (Booking Office)

t: +44 (0) 1233 884111 (Failsafe Office)

w: <https://web.inhealthgroup.com/diabetic-eye-screening/information-for-patients/>

e: enquiries.kmdesp@nhs.net

a: Paula Carr Diabetes Centre, William Harvey Hospital, Kennington Rd, Ashford, Kent, TN24 0LZ