

BaNES, Swindon & Wiltshire (BSW) Diabetic Eye Screening Programme



Important information about your local diabetic eye screening programmes

Eye screening is a key part of diabetes care to check for diabetic retinopathy, a condition that can lead to sight loss if it's not detected early and treated. Everyone aged 12 and over with diabetes receives an invitation to this service once a year.

From April local diabetic eye screening services are merging together to run as a larger programme. From **1 April 2017** the **Swindon** Diabetic Eye Screening Programme (DESP) and the **South Wiltshire population** of the Salisbury & North Hampshire DESP will merge together and run as the Bath & North East Somerset (BaNES), Swindon & Wiltshire DESP.

On **1 July 2017**, the **Bath** DESP will merge into the service to complete the programme.

The CCGs that will be covered by the new programme are:

- Bath & North East Somerset, Wiltshire and Swindon

EMIS Care will deliver the service on behalf of the NHS. This means it will remain an NHS screening service retaining all NHS branding and will be delivered in line with national guidelines

What will be delivered?

- **Administration/Booking** will temporarily function out of the current Swindon DESP administration office until July 2017 when all administration functions will transfer to the programmes central booking office in Bath. The programme will use the new central phone number and email address from 1 April 2017 – these will transfer with the administration functions.
- **Routine digital screening** will be provided in a variety of health centres, community clinics and GP surgeries.
- **Grading** to be completed by local screener/graders
- **Clinical leadership** will be provided by a local Consultant Ophthalmologist.
- **Programme management** including failsafe functions will be managed locally.

What does this mean to you and your practice?

There will be a change of contact details for your local diabetic eye screening programme (see page 3). All regular operational processes such as GP validation lists and referrals should be completed as before. It is important the service continues to run as normal, if there are any changes regarding operational processes we will specifically contact you about this. We aim to retain the existing staff so many of your local contacts will remain the same.

Your patients may ask questions about the changes in the programme and we will supply you with a digital introduction pack so that you are able to print out information for patients, if you would like to.

In **February** we started a communication campaign to introduce the changes to patients in the **Swindon DESP** and **Wiltshire area**. In April we will communicate with patients in the **Bath DESP** – closer to the programme merge date, as we do not want to cause unnecessary worry.

Regular updates will be published on the BSW DESP web page: www.BSWdesp.info

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What does this mean for your patients?

Screening Appointments

What happens during the annual screening appointment will not change. Patients will still have their appointment letters sent to them as before; they will also have a new appointment booking line to contact for making or changing appointments.

Appointment Booking

The service will also operate a standardised closed booking system, where patients are assigned appointments by the local booking team based on their last screening date and historical appointment preferences. If this is not available, they will be assigned an appointment at a venue closest to their home address or GP's address. Patients can change their appointment very easily by contacting the booking team by phone, post or email.

This is the system already used in Swindon DESP area. The Salisbury DESP and Bath DESP use a similar system that does not assign appointment slots – this slight change will make the appointment booking process easier for patients whilst still offering flexibility and choice.

Screening locations

It is our aim to retain the existing screening locations in each of the localities, but the service will also provide screening from community clinics and health centres. Patients will have the choice of any of the screening locations across the region. A list of venues will be made available to patients on the dedicated DESP web page: www.BSWdesp.info. This can also be sent as a letter to help patients select a suitable screening venue.

Patient Information - Screening records and images

These will transfer to the EMIS Care database in line with a standard data sharing agreement. This is common practice for NHS services. A fair processing notification will be made available to patients during and after the mobilisation dates. This will inform them about how their data will be used and stored.

To find out more about how the NHS DESP uses patient information, please see:

<https://www.emiscare.com/fair-processing-notice/>

What do you need to do?

- Ensure your staff and colleagues are made aware of the change for the programme.
- Ensure the new contact details are updated on your systems when your area of the service goes live.
- Help any patients enquiring about the changes by: sharing the patient leaflet, sharing the patient web page www.BSWdesp.info and direct any detailed queries to the existing diabetic eye screening programme.

What will happen next?

All associated stakeholders of the programme will be contacted to inform them of the changes. We will provide further updates using the new BSW DESP web page: www.BSWdesp.info

Anything else?

If you receive any media queries regarding the changes, please refer them directly to NHS England commissioners or to EMIS Care. If you have any queries, please contact your existing diabetic eye screening programme as we are working closely with them to ensure a smooth transition.

Service provided by:



Contact Details for Professionals

Telephone: 01225 582 300

This number is not active until after 1 April 2017.

Fax: 01225 582 333

This number is not active until after 1 April 2017.

Email: bsw.desp@nhs.net

This account is active but we recommend you speak to your current provider if you have any questions.

Website: www.BSWdesp.info

This web page is live and will act as a notice board and information resource for patients and health professionals. This is the programmes main information hub.

Twitter: [@EMIScare](https://twitter.com/EMIScare)

We use Twitter to share service updates with local stakeholders. Content is aimed at our colleagues in patient care rather than patients themselves.

Facebook: EMIS Care – Patient Page

<http://Facebook.com/emiscare>

Facebook is our live chat and diabetes news forum developed specifically for patients.

Existing DESP Contact Details:

Swindon DESP: 0300 303 8184
Until 1 April 2017

**Salisbury & North
Hampshire DESP:** 01722 425022
Until 1 April 2017

Bath DESP: 01225 825645
Until 1 July 2017