

Question to OCCG Governing Body meeting – 24 September 2015

I would like to put a short notice public question to the Board meeting on 24 September. I will not be able to attend in person.

I would be grateful to know the level of concern within the CCG over the endemic administrative incompetence at the Oxford Eye Hospital where patients, in particular outpatients, are being regularly and consistently subject to excessive waiting times, overcrowding, and typically no explanations offered as to the reason for extensive waits and delays to appointments. This inadequate performance breaches all key principles of respect for patients and patient centric behaviours. As the majority of individuals in outpatients are elderly and many are clearly frail, this level of performance is totally unacceptable.

In particular I would like the CCG to clarify that a patient who calls the Eye Emergency department (as recommended by the OUH website) for an initial phone based triage relating to an eye emergency, should be dealt with and initially assessed within the standard 4 hour waiting time.

OCCG can confirm that planned appointments/attendances, such as those where a patient has been provided with an initial phone based triage and subsequently given an appointment time at the eye clinic are excluded from the 4 hour standard.

There is clearly no adequate set of processes in place nor quality assurance that ensure that phone-in patients are dealt with promptly and professionally.

OCCG works with all providers to assure the quality of services that they provide to patients in Oxfordshire. Key Performance Indicators and other quality measures are reviewed with Oxford University Hospitals NHS Trust on a monthly basis and action plans are agreed to improve performance where this is identified as sub-optimal. OCCG is aware that on some occasions the Eye emergency department could improve its processes to support patient care and we undertake to review the service as part of monthly performance monitoring

I would also like the CCG to clarify with OUH whether phone assessments that fall outside the target are in fact counted as part of OUH's compliance with A&E target reporting.

As identified above, where a patient has received a telephone assessment and then subsequently attended an appointment at the eye clinic, the four hour standard is not applicable. Urgent/emergency activity, such as where patients present in the department without having undergone prior telephone assessment is included within OUH's 4 hour standard reporting and is reported every week under the Type 2 category.