Dear

Further to your request for information dated 10 March 2017 the information requested is below

- A list of all providers that the CCG commissions for the provision of clinical ophthalmology services (where these are defined as including but not limited to NHS trust and FT services, independent sector provider services, AQP services, community ophthalmology services, enhanced optical/optometry/ophthalmology services, CATS/CAS/interface services, referral management/triage services and any other services related to problems of vision)

DGS CCG commissions Ophthalmology services from the following providers

- Maidstone and Tunbridge Wells NHS Hospital Trust (MTW)
- Will Adams Treatment Centre (Care UK),
- Kings College Hospital (KCH),
- Moorfields Eye Hospital,
- Guys and St Thomas’ Hospital (GST)
- Queen Victoria Hospital (QVH)
- BMI – Fawkham Manor Hospital
- The Practice Group (TPG)

The current clinical ophthalmology contract(s) start and contract(s) end dates with each provider and the procurement method used to procure each contract.

The Practice Group – 1st November 2016 to 31st October 2019  Competitive dialogue procurement; lead provider model.

All other Ophthalmology services are commissioned as part of the main contract with secondary care providers. Current contracts started on 1st April 2016 and ends on 31st March 2017. New contracts have been signed and these end on 31st March 2019.
The overall expenditure and associated activity levels of the clinical ophthalmology contracts(s) in the financial year 2015-16 (a) in total and (b) broken down by contract.

This information is not available for The Practice Group as the contract commenced in November 2016.

<table>
<thead>
<tr>
<th>Provider</th>
<th>Elective Total Cost</th>
<th>Elective Activity</th>
<th>First Outpatient Cost</th>
<th>First Outpatient Activity</th>
<th>Follow up Outpatient Cost</th>
<th>Follow up Outpatient Activity</th>
<th>Outpatient Procedure Cost</th>
<th>Outpatient Procedure Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>BMI Fawkham Manor Hospital</td>
<td>£209,100</td>
<td>209</td>
<td>£191,172</td>
<td>47</td>
<td>£5,991</td>
<td>203</td>
<td>£11,936</td>
<td>0</td>
</tr>
<tr>
<td>Guys and St Thomas’ NHS Foundation Trust</td>
<td>£171,786</td>
<td>68</td>
<td>£93,058</td>
<td>127</td>
<td>£7,808</td>
<td>447</td>
<td>£34,452</td>
<td>250</td>
</tr>
<tr>
<td>Kings College Hospital NHS Foundation Trust</td>
<td>£2,268,376</td>
<td>789</td>
<td>£727,977</td>
<td>4,313</td>
<td>£559,986</td>
<td>7,472</td>
<td>£552,510</td>
<td>2,284</td>
</tr>
<tr>
<td>Maidstone and Tunbridge Wells NHS Foundation Trust</td>
<td>£1,243,894</td>
<td>397</td>
<td>£343,644</td>
<td>1,288</td>
<td>£1,666,708</td>
<td>4,346</td>
<td>£633,007</td>
<td>710</td>
</tr>
<tr>
<td>Moorfields Eye Hospital NHS Foundation Trust</td>
<td>£876,189</td>
<td>601</td>
<td>£557,363</td>
<td>622</td>
<td>£82,355</td>
<td>1,794</td>
<td>£135,300</td>
<td>663</td>
</tr>
<tr>
<td>Queen Victoria NHS Foundation Trust</td>
<td>£55,849</td>
<td>27</td>
<td>£28,721</td>
<td>18</td>
<td>£2,274</td>
<td>280</td>
<td>£21,311</td>
<td>26</td>
</tr>
<tr>
<td>Will Adams NHS Treatment Centre</td>
<td>£188,044</td>
<td>210</td>
<td>£151,092</td>
<td>160</td>
<td>£19,741</td>
<td>256</td>
<td>£17,211</td>
<td>0</td>
</tr>
<tr>
<td>TOTAL</td>
<td>£5,013,238</td>
<td>2,301</td>
<td>£2,093,027</td>
<td>6,575</td>
<td>£844,863</td>
<td>14,798</td>
<td>£1,405,727</td>
<td>4,494</td>
</tr>
</tbody>
</table>

The quality requirements with each clinical ophthalmology contract (and any performance data held on them)

All services commissioned by the NHS must be provided in line with the most current national guidance so could vary during the contract period if amendments or updates are made. The contract stipulates that providers must ensure services are provided in accordance with national guidance/best practice and contracts include specific key performance indicators and data submissions that the provider must submit to provide assurance. The CCG is also able to audit providers at any point during the contract if there is any doubt regarding the quality of services commissioned/being provided.

Specific quality requirements for The Practice Group are detailed below:
Quality requirements include National Operational standards within the NHS Standard contract and quality requirements within the service specification.

Local KPIs as listed below:

Activity Performance Indicator
Urgent referrals received are triaged within 48 hours of receipt

Percentage of patients with non-urgent symptoms seen within 2 weeks of contacting the service

18 week RTT compliance: Percentage of referrals received by the COS and referred on to secondary care
(Note: The timeframe must be calculated from the date of referral receipt by the Referral Management Service to the date the referral to HES is submitted inclusive of any time for diagnosis/treatment provided in the community)
  • In less than 2 weeks
  • Between 2 – 6 weeks
  • Between 6 – 8 weeks
  • Over 8 weeks

Percentage of patient records sent to GP/referrer within 5 days of appointment or discharge (to be determined by the service and which is most clinically appropriate)

Patient Experience
Percentage of patient experience questionnaire completed and reported

Percentage of patients with an overall satisfaction of the service
  • Friends and Family Test
  • Patient Experience Questionnaire

Percentage of peer/referrers with an overall satisfaction of the service
  • Survey/Questionnaire

Number of complaints received

Number of Serious Incidents occurred and reported to the CCG within 48 hours

Minimum data set to be recorded and reported

  • A count of outpatient first attendances, follow-up attendances and outpatient procedures for Treatment Function codes 130 and 216 in each financial year 2013-14, 2014-15 and 2015-16, broken down by HRG code, and further broken down by service provider

See attached spreadsheets

  • A count of admitted patient care episodes for Treatment Function codes 130 and 216 in each financial year 2013-14, 2014-15 and 2015-16, broken down by HRG code, and further broken down by service provider

See attached spreadsheets

If you have any queries or concerns please contact me. Please remember to quote the reference number above in any future communications.
If you are unhappy with the service that you have received in relation to your request and wish to make a complaint or request a review of our decision you should write to Complaints. NHS Dartford Gravesham and Swanley Clinical Commissioning Group 2nd Floor Gravesham Civic Centre Gravesend Kent DA12 1AU or email at dgsccg.complaints@nhs.net

If you are not content with the outcome of your complaint or review, you may apply to the Information Commissioner for a decision. Generally the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Clinical Commissioning Group. The Information Commissioner can be contacted at:

Information Commissioners Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire
SK9 5AF
Telephone: 08456 306060 or 01625 54 57 45
www.ico.gov.uk

Please remember to quote the reference number above in any future communications.