



# Wigan Glaucoma Services Quick Reference Guide/FAQs.

Please review this document in conjunction with the pathway and protocol documents and supporting literature available on the help section of OPERA: <https://help.optom-referrals.org/article/378-glaucoma-repeat-measures-pathway-protocols>

Patients found to have IOPs > 31mmHg are not suitable for either GRR or GERS, these patients should be referred in line with the GM referral protocol:

<https://www.gmlocs.co.uk/gmlocs/information-for-practitioners/>

This document has been developed by Ashton Leigh and Wigan LOC to support practices providing glaucoma services to patients from the Wigan Borough.

## What glaucoma services do we have in Wigan?

- Glaucoma Repeat readings (GRR)
- Glaucoma Enhanced Referral Service (GERS) – Known outside of GM as Enhanced Case finding (ECF)
- Low Risk stable Glaucoma/treated OHT monitoring

## Glaucoma Repeat Readings

### Who would access a GRR service?

GRR is for patient who are found at their sight test to have

- high pressures (24mmHg or above) (either on non-contact tonometry (NCT) or Contact tonometry (CT))

### **and/or**

- a visual field defect (on FDT or another Visual field instrument)

### **WITHOUT**

- Any other signs of glaucoma. i.e. the discs/anterior segment appears normal

GRR can only be provided when the patient has their sight test in a practice that is signed up for the service AND has an accredited practitioner.

### We don't provide GRR at our practice what does my optom do?

If a practice is not signed up to provide GRR, patients with High IOPs or visual field defects must be referred via OPERA to the **GERS service**. This should be sent via the GOS18 referral icon on OPERA.



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Select

1. "Routine"
2. Speciality = "Primary Eyecare Services"
3. Clinic type = "GERS"
4. Provider = "Primary Eyecare Services – Glaucoma Enhanced Referral Service (GERS)"
5. Complete all relevant information, upload visual field plots if available.

The patient will then be contacted by the Primary Eyecare Service Single point of access team and offered a choice of GERS providers. Ensure the patient is aware of the pathway.

There is a GERS leaflet available on OPERA Help that explains the pathway to the patient:

[https://mcusercontent.com/9f54a2d22e467e559c9cffe98/files/989aacb9-2347-568b-a380-1f180fa050f1/A5\\_Leaflet\\_GERs\\_GM\\_1\\_.pdf](https://mcusercontent.com/9f54a2d22e467e559c9cffe98/files/989aacb9-2347-568b-a380-1f180fa050f1/A5_Leaflet_GERs_GM_1_.pdf)

#### **Participating practices - What does the GRR service involve?**

- **Repeating IOPs only** – this must be on either Goldmann type or Perkins tonometer. This should ideally be completed at the time of the sight test ("1<sup>st</sup> repeat"). If normal the patient is discharged at this point. If the IOPS are still 24mmHg or higher at 1<sup>st</sup> repeat then the patient should be booked an appointment on a separate occasion ("2<sup>nd</sup> repeat") for the test to be repeated. If IOPs still high > refer: If IOPs normal > discharge to routine sight tests.
- **Repeating both IOPs and Visual fields** - If both high IOPS and a visual field defect are found at the sight test then follow the process below:
  1. repeat IOPs (both 1<sup>st</sup> and 2<sup>nd</sup> repeat if required) as above
  2. If IOPS now normal > repeat visual fields
  3. If IOPS still high then refer without repeating visual fields
- **Repeating Visual field only (IOPS normal at ST)** - Visual field should only be repeated once, this should be on a separate day to the original sight test.

See appendix 1 for flow chart.

Visual fields can be repeated on a suprathreshold test. FDT visual field test can NOT be used in the GRR service.

1<sup>st</sup> repeat must be completed within 4 weeks of sight test (Although ideally the 1<sup>st</sup> repeat should be carried out at the same time as the sight test). The 2<sup>nd</sup> repeat must be carried out within 4 weeks of the 1<sup>st</sup> repeat.

#### **Who can provide the GRR service?**

1. The optical practice must be onboarded to OPERA and have uploaded their GOS and NHS governance to their OPERA practice profile.
2. The practice must have an Optom with WOPEC Glauc Level 1
3. The Optom must have uploaded their certificate to OPERA
4. The practice must "request to deliver service" on the "My Services" page on OPERA

\*Only the Optom with the WOPEC certificate can complete the appointment

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Ashton, Leigh & Wigan - Bolton - Greater Manchester East - Manchester, Salford & Trafford



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# Glaucoma Enhanced Referral Service (GERS)

## Who is the GERS for?

- Patient found at their sight test to have signs that could indicate glaucoma. E.g. Suspicious disc cupping or asymmetry
- Patients found to have high IOPs or a visual field defect who had their sight test as an optical practice that doesn't provide the GRR service

## What does the GER's service involve?

### Required tests:

- Visual Acuity
- Anterior segment assessment
- DILATED disc assessment
- Goldman Tonometry (Perkins is only acceptable if Goldman is not physically e.g. due to disability)
- Visual field test (Supra threshold is acceptable)

OCT is not mandatory and should be carried out at the Optometrists discretion. (there is no additional fee for OCT)

The Optometrist is then required to make a clinical judgement if to

1. Discharge from the service and recommend the patient to attend their usual eye examination
2. Refer routinely to the HES
3. Refer Urgently to the HES
4. Carry out a repeat test on a separate occasion. This should rarely be used and there is no additional funding for this visit. An example when you may consider repeating a test would be; visual field defect found but all other findings are normal and the defect could be a spec rim artefact. The repeat must be completed within 2 weeks of the GERS assessment to ensure the GERS optometrist is able to make an outcome decision and avoid unnecessary delays.

## Who can provide GERS?

1. The optical practice must be onboarded to OPERA and have uploaded their GOS and NHS governance to their OPERA practice profile.
2. The practice must have an Optom with College of Optometrist certificate in Glaucoma or higher OR an equivalent such as the MREH local accreditation.
3. The Optom must have uploaded their certificate to OPERA
4. The practice must "request to deliver service" on the "My Services" page on OPERA

\*Only the Optom with the correct accreditation can complete the appointment

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### How will I receive patients?

When you are all signed up to provide GERS you will regularly receive an email from PES requesting that you submit what capacity you have to see GERS patients, you will submit this information via an online form – the link will be in the email. Please complete this form immediately, if the form is not completed the previous months capacity will be assumed. If your capacity changes please email [hello@referral.support](mailto:hello@referral.support)

There are two different routes to see GERS patients they are:

1. *Patient who had their sight test at your practice >> add the patient directly to OPERA. Add the patient via the Manage patients tab and then select the lilac “GERS” icon*
2. *Patient who had a sight test at a non-participating practice will appear on your OPERA Dashboard as an “Internal Referral”. All patients should be contacted within 1 week and seen within 4 weeks.*

**\*\*UNLIKE POST CATARACT ASSESSMENT DO NOT ACCEPT THE PATIENT WHEN THEY APPEAR ON YOUR DASHBOARD\*\***

**\*\*PATIENTS SHOULD ONLY BE ACCEPTED WHEN THEY ATTEND THEIR GERS APPT\*\***

**\*\*THIS IS TO ENABLE YOU TO REJECT THE PATIENT IF THE PATIENT FAILS TO ENGAGE WITH THE SERVICE OR FAILS TO ATTEND\*\***

### How do I complete a GERS Episode on OPERA?

Unlike the Post Cataract process, the “Blue box” on the OPERA Dashboard does not directly take you to the right form. The purpose of this record on your dashboard is to give the Optometrist access to the referral information only.

You must go to Manage patient and add the patient whether they are your own patient or an “internal referral”

1. Go to Manage patients
2. Search for the patient/add them to OPERA
3. Select the lilac GERS clipboard
4. Confirm the date of the appointment
5. Go back to the manage referrals screen
6. find the patient and select the YELLOW “GERS appointment” box
7. Complete the form and select an outcome
8. Go back to the Dashboard and click the blue “referral requiring action” box and accept the patient

### Do I need to let the referring Optom know what the outcome of the GERS appointment is?

No – Primary Eyecare Services will notify the referring optom via OPERA.

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# Stable Glaucoma/Treated OHT (Ocular Hyper-Tension) Monitoring

This service is for patient who have been under the care of the hospital and have been determined by the hospital to be low risk and stable and suitable for monitoring in primary care optometry.

## How will I receive my patient to OPERA?

Patients will **NOT** appear on your clinical dashboard. (PES are looking to update this in future versions of OPERA)

You or your practice support team will need to regularly search for patients who have been discharged or are requiring an appointment.

To do this

1. Go to General > select "Manage Referrals"
2. Select Combined Search by hovering over the URN search function
3. Type in "Community" to the Status box
4. A list of all your community glaucoma monitoring patients will appear with the target date for their appointment

Aim to see patients within 4 weeks of their target appointment.

## How do I process a monitoring appointment on OPERA?

Think of this process as a 2 or 3 step process

1. Upload
2. Self-review
3. Refer (if needed)

## UPLOAD

1. Find the patient on the manage referral screen
2. Select the "view document" icon and review the discharge summary from the HES (ensure you review all pages using the small blue arrows)
3. Select the "Glauc review" yellow box next to the patients name on the manage referral screen
4. Complete the clinical data
5. Upload the diagnostics as PDFs
6. **ALWAYS SELECT EITHER**
  - a. ASSIGN TO SELF REVIEW

OR

- b. EMERGENCY REFERRAL

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### **SELF REVIEW**

7. Consider all the information you have uploaded in relation to the HES discharge summary and select an outcome
  - a. Continue with community monitoring
  - b. Discharge
  - c. Undertake emergency referral
  - d. Undertake an urgent refer;
8. Select the recall interval (ensure you are careful entering the target appointment – this is the next time the patient needs to be reviewed.)

### **REFERRAL (IF REQUIRED)**

9. If referral is required return to the manage referral page and select the Red refer box – patient must always be sent back to WWL eye unit.

### **When will I start receiving these patients**

The LOC and PES are currently working through the final process and will advise the hospital on each practice's capacity. The hospital will discharge on a staggered weekly basis

### **How do I have to run my clinics?**

The practice can choose how to run their clinics, a practice may decide to have a morning or afternoon or day designated to GERS/Monitoring or fit the patient is around the general clinic.

You do not need to offer the patient a wide choice of appointments, patients can't choose their time at the HES.



## Useful information relevant to all 3 services

### What can my Support staff/DO do and what does the Optom have to do?

Visual fields can be a delegated function. As this is a delegated function the optom still holds clinical responsibility to ensure that the data is recorded correctly and the reliability is accurate.

### Failed to Engage & Failed to attend policy

This is the same policy across all services including the Glaucoma service, Pre-cat, Spa Medica Post cat and CUES. All attempts to contact the patients should be recorded on the patient practice record.

The policy can be found in the help section on OPERA <https://help.optom-referrals.org/article/380-failed-to-engage-fte-did-not-attend-dna-was-not-brought-policy>

When a patients FTE or FTA, follow the FTA/FTE policy.

It is important that patients received the two follow up calls (on separate occasions/days) and if no response to the calls, then a letter must be sent to the patient. It is imperative that patients are given adequate time to respond. Consider that the patient may be in hospital or on holiday.

The FTE/DNA process should be completed within 12 weeks (of DNA or receipt of referral). If a patient is removed too quickly and needs to be added on again at a later date the process is complex which may lead to delays in providing the assessment to the patient.

When this process has been exhausted select the blue "Internal Referral" box on your OPERA Dashboard and notify PES that the patient has FTA/FTE'd.

### What do I get paid for these services?

Service Name	Item	
GRR	First repeat	£26.00
	Second repeat	£35.00
GERS		£65.00
Monitoring		£75.00

### How do I check of change what my practice is signed up for and who is accredited to provide the service at my practice?

This is checked/changed via OPERA.



What services do I deliver?

Go to “General” > Select “My Services”

The list down the left side of the screen tells you which services you are signed up to deliver. Red cross you are not signed up to deliver and green tick you are.

If this is not correct > select the service you want to check > select “request to deliver or “Withdraw from service”

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General Documents

Patient Management

DOS Explorer  
Manage Patients  
Manage Referrals  
Practice Profile  
Practitioner Profile  
**My Services**  
Calendar  
Clinical Dashboard

my services

- ✓ CUES/MECS/CES OCT Service
- ✓ Cataract Referral Service
- ✗ Community Eye Service (CES)
- ✗ Community Glaucoma (OHT)
- ✓ Glaucoma Enhanced Referral Service (GERS)
- ✗ Glaucoma Repeat Readings (GRR)
- ✗ Independent Prescriber Service
- ✗ Integrated Childrens Service
- ✗ Low Vision Service
- ✗ Minor Eye Conditions (MECS)
- ✗ PWLDA Enhanced Sight Testing
- ✓ Post Cataract Service
- ✗ Post Vision Screening
- ✓ Urgent Eyecare Service (CUES)

Glauc and OHT monitoring

GERS

GRR

Request to deliver service

Which optoms are accredited to provide the service?

Go to “General” > Select “My Services”

Click on the service you wish to check from the list on the left on the screen

Type Wigan in the CCG box

Post Cataract Service

CCG or Hospital Search

Practitioner Search

You will then be presented with a list of optoms who are accredited to provide the service at your practice.



# Appendix 1

## Glaucoma Repeat Readings Pathway

