PES Choice Protocol

In MSE area, the ICB mandates that all referrals need to be processed via the referral hub. The following is a summary of the process PES undertake during the patient choice process:

Once the referral is determined as suitable for patient choice, certain ICB required exemptions apply, the patient will receive the following line of communication to decide their provider:

1. The Patient will receive a text message to choose their provider via a specific weblink the day of it being processed.

2. A week later, the patient will receive a second follow-up text message if they have yet to choose.

3. A week later, the patient will receive a physical letter if they still haven't chosen a provider.

4. A week later, the patient will receive a phone call from one of the PES team to select a provider. If they do not engage or call back within a few days, PES will follow their failure to engage policy.

It is essential to ensure you confirm and enter the patient's phone number accurately.

If a patient does not have a mobile phone, or the number is unobtainable, they will be sent a letter immediately.

Primary Eyecare Services (PES), have developed a Cataract Provider Choice Tool to fully support a patient's right to choice at the point of referral for cataract surgery, this tool will provide patients with up to date waiting times, geographical location, clinic types, CQC rating and complication rates.

The 'Find a Hospital' page in the choice tool will show practitioners and patients:

- Distance of Hospital or Treatment Centre from inserted postcode
- Average waiting time for first outpatient appointment from referral
- Average waiting time for surgery from referral
- Type of cataract clinic eg. high volume low complexity and all cataract lists with exclusions highlighted
- Posterior Capsular Rupture Complication Rating (From NOD Website)
- Avoidance of Vision Loss Complication Rating (From NOD Website)
- Care Quality Commission Overall Rating (From CQC Website)
- Care Quality Commission Surgery Rating (From CQC Website)
- Date the waiting times were last updated
- A map with visual representation of provider locations