

Practice Implementation and Signposting of LEHN

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QUALITY ISSUE / INITIAL PROBLEM

Eye symptoms make up a sizeable proportion of problems brought up by patients in GP appointments. The advice to redirect such complaints to a local optometrist has recently been formalised in NHS Lothian under the LEHN banner. This provides a structured and recognised route by which people are encouraged to attend optometrists for eye problems, as a first port of call. Patients will be assessed more in-depth than that performed in a GPs practice, along with more eye-specific knowledge.

SPECIFIC AIM

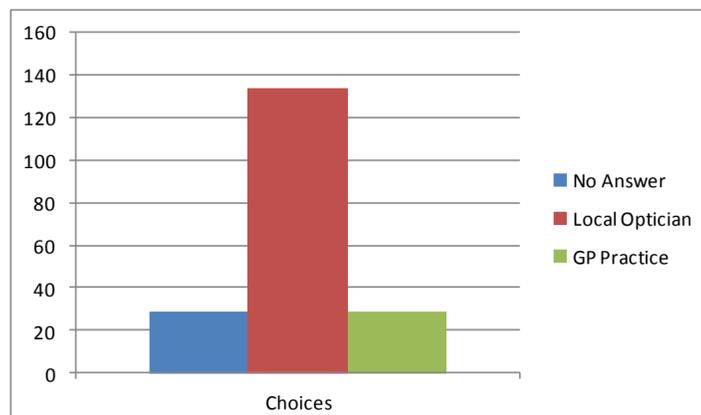
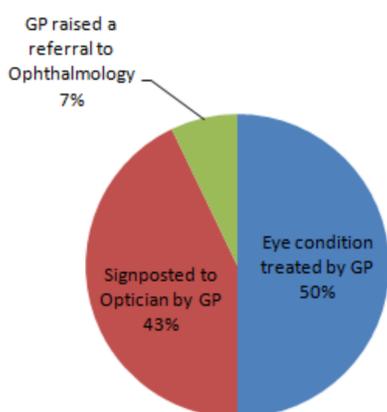
To reduce GP appointments taken up by eye complaints, which should be managed by local optometrists under the LEHN (Lothian Eye Health Network).

MEASUREMENT OF IMPROVEMENT AND QI TOOLS

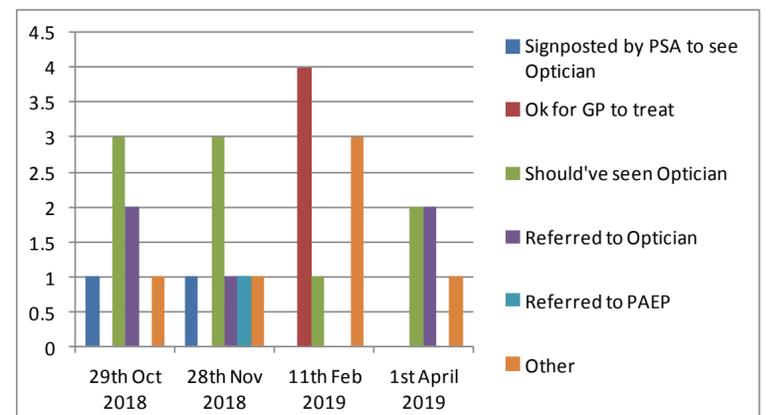
Baseline May 2018: 2.7% of appointments related to eyes.

Signposting implementations included: patient questionnaires about knowledge/opinion of signposting, posters and TV display in waiting room, website information, recorded telephone message from senior partner to allow reception to ask the reason for the appointment.

Using patient and staff questionnaires, we collected data over four separate weeks in Oct 2018, Nov 2018, Feb 2019 and Apr 2019:



Where would you seek advice for eye issues?



Results from GP data collection—was appointment appropriate?

PATIENT/STAFF EXPERIENCE

- Reception Staff feeling more comfortable and confident in signposting patients with eye issues to the local Optician.
- GP seeing less patients with eye issues.

EFFECTS OF CHANGE

Update Apr 2019: 0.96% of appointments related to eyes

- Number of appointments for eye problems have reduced as Reception staff more confident ask questions and Signpost patients to the Local Optician.
- Data showed that our interventions **saved up to 11 GP appointments per week.**
- Patients more aware of Signposting and other services available within NHS.

LESSONS LEARNED AND MESSAGE FOR OTHERS

- To be aware of LEHN (Lothian Eye Health Network) and how that can help GP save appointments;
- Asking reason for appointments has helped GPs to prepare for consultation and has help Reception Staff to Signpost to appropriate service available in the community.