

Community Ophthalmology Service

Appendix B

Monitoring and Performance Management

1. The service will be subject to comprehensive monitoring and there will be performance management meetings and an annual review. The Commissioners may, from time to time, employ appropriately qualified clinicians as part of its clinical audit and governance processes to review the triage and the appropriateness of the services delivered.
2. The provider shall maintain all necessary data collection procedures to make accurate and timely returns according to the requirements of the Commissioners as they arise. The Commissioners requirements shall vary from time to time depending on the requirements of the SHA or the DH.
3. The provider shall operate processes and systems to capture and report accurately on activity, clinical performance and quality and financial monitoring information as required by the specification.
4. The provider shall give reasonable notice of proposed changes to the service to both the Commissioners and the patients. The provider shall demonstrate that it has involved the local population in the development of any changes in line with section 242 of the Health and Social Care Act.
5. The provider will submit a report on activity quarterly to the Commissioners, within ten working days of the end of each quarter providing the details set out below:
 - Activity data
 - First/follow up
 - First/follow up ratio
 - % discharged after 1st out patient
 - DNA rates
 - Follow up rates for stable glaucoma
 - Source of referrals
 - Waiting time and numbers of patients waiting
 - Number of onward referrals to secondary or specialist care
 - Any other performance measure as mutually agreed or nationally required.
 - Complaints
 - Adverse incidents
 - Customer satisfaction
6. The provider will audit the service annually and make the results available to the Commissioners.

The audit shall include:

- Activity (as above)
- Accessibility including waiting times
- Service quality (clinical, administrative and 'perception')
- Patient complaints and appeals process

- Adverse incidents
 - Patient and referrer feedback and satisfaction outcomes.
 - Delivery against specific performance indicators/evaluation measures and local/national targets
 - Any other performance measure as mutually agreed or nationally required.
7. Implementation of the clinical governance principles and systems will be monitored through the normal contract review processes.