

**SERVICE LEVEL AGREEMENT**

**Between**

**North Cumbria Integrated Care NHS Foundation Trust:**

**Cumbria Diabetic Eye Screening Programme**

**And**

**Slit Lamp Bio-microscopy: \*title / name\* (eg Optometrist/Clinician)**

**Names and contact details:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Party 1:** | **Slit Lamp Examiner** | **Party 2:** | **Cumbria Diabetic Eye Screening Programme** |
|  | \*details\* |  | 102 Dalton Lane  Furness General Hospital  Barrow-In-Furness  Cumbria  LA12 4LF |

**1. Summary**

This is a service level agreement (SLA) between Cumbria Diabetic Eye Screening Programme (CDESP) and \*title\* associated with the screening service.

The purpose of the SLA is to support the CDESP by facilitating the services of accredited \*title\* in order to provide Slit Lamp Bio-microscopy examinations (by referral) within the community.

\*Title\* will provide the SLB examinations for patients identified and scheduled into pre-determined clinic schedules. \*Title\* will complete the required examination and enter the findings and outcome into the CDESP OptoMize screening software. Registration and training will be provided for this software.

All administrative functions (appointment booking, letter correspondence, onward referral, patient telephone enquires) will be maintained in full by CDESP.

All staff providing SLB examinations will be supported by the CDESP Clinical Lead, who will assess SLB accreditation to be provided to Public Health England Quality Assurance Team – as per national guidance.

All staff providing SLB examinations will be required to complete the required Pearson Diabetic Eye Screening Diploma units listed below. The cost of these will be covered by CDESP in full – as per the Diabetic eye screening: Diploma for health screeners rules of combination guidance<https://www.gov.uk/government/publications/des-diploma-for-health-screeners-rules-of-combination/diabetic-eye-screening-diploma-for-health-screeners-rules-of-combination#role-specific-units>

See Appendix 2

**2. Service Aims**

* Slit Lamp Bio-Microscopy Examination

To examine and grade for diabetic retinopathy and maculopathy those patients who have been referred following primary/secondary grading of patient image sets.

* To have patients attend DESP for SLB examination, using the OptoMize system for call and recall, grading and outcome.
* To complete the required outcome and final grade following National Diabetic Eye Screening common pathway guidance. Support will be offered with the understanding of this guidance.

**3. NHS Diabetic Eye Screening Programme**

**PATHWAY STANDARDS**

To support CDESP in achieving the targets stated in national guidance, as agreed by the National Service Framework and National Screening Committee and to ensure that all people with diabetes over the age of 12 are offered annual retinal screening in the Cumbria localities, providing referral for treatment where necessary.

**DESP-PS-4**

***Criteria***

Proportion of eligible people offered an appointment for ongoing slit lamp biomicroscopy surveillance occurring no later than 6 weeks after their SLBS recall due date.

***Rationale***

Patients who receive their retinal screening through slit lamp biomicroscopy (due to fundus images not able to deliver adequate images) to be seen timely for their annual review.

Thresholds: Acceptable >60%

Achievable:>85%

**DESP- PS-13**

***Criteria***

To ensure timely consultation for people with diabetes whose images are recorded as Ungradable

***Rationale***

People with diabetes whose images are ungradable at routine digital screening or digital surveillance should be referred to slit lamp bio-microscopy in a timely manner as they can still be screened and may have retinopathy

Thresholds: Acceptable >70% within 13 weeks

Achievable:>95% within 13 weeks

**4. Service Location**

SLB examination services will be provided at the following locations:

* Slit Lamp Bio-Microscopy Examination

Slit lamp examinations are to be undertaken at \*\*enter agreed clinic location(s) to be used\*. A maximum of **ten (10)** patients per session will be booked in for examination. This is subject to regular review to analyse capacity and demand modelling for patients requiring SLB within the national stipulated timescales. Any discussion regarding patient numbers in clinic will be made by the CDESP Programme Manager, Clinical Lead and the SLB examiner for an amicable review and agreement on achievable and suitable patient numbers per clinic.

* All administration and clinical support will be provided by CDESP Failsafe and administration department to support the provision of appointments at \*enter clinic location(s)\*

**5. Level of Provision**

Slit Lamp Bio-Microscopy Examination (if applicable within Optometry practice)

* + Slit Lamp examinations are to be arranged by the CDESP Failsafe and administration staff, as per the signed agreement document.
  + Equipment used remains the responsibility of the Optometry practice

Slit Lamp Bio-Microscopy Examination (if applicable within CDESP screening venues)

* + Slit Lamp examinations are to be arranged by the CDESP Failsafe and administration staff, as per the signed agreement document.
  + Equipment used remains the responsibility of the CDESP service

**6. Roles and Responsibilities**

6..1 \*title\* , who will undertake Slit Lamp Bio-Microscopy Examination:

* Refer to Appendix 1.
  + 1. CDESP will:
* Be the point of contact for any queries from Slit Lamp Examinations.
* Provide all administrative functions (appointment booking, letter correspondence, onward referral, patient telephone enquires) will be maintained in full by CDESP.Provide the call and recall for all patient appointments
* Ensure arrangements are in place to promptly process payments/grading outcomes from slit lamp referrals (invoice to the CDESP)

1. **Service Standards**

7.1 Clinical Governance – Slit Lamp Bio-Microscopy Examination:

Examiners will operate to appropriate National Diabetic Eye Screening guidance.

Regular review and monitoring of SLB outcomes will be carried out by CDESP as per national data submission for Quality Assurance Standards and DESP Pathway Standards.

7.2 Clinical support and supervision will be provided by the CDESP Clinical Lead

7.3 Risk Management – Slit Lamp Bio-Microscopy Examination:

The examiner must ensure that appropriate arrangements are in place to minimise the risk to patients, CDESP, practice staff and other carers/clients.

A Clinic Site Risk Assessment document is to be completed annually for any agreed SLB examinations taking place on an Optometry site/practice.

7.4 Confidentially/Information Sharing – Slit Lamp Bio-Microscopy Examination:

The examiner should be mindful of the need to protect patient confidentiality by avoiding, where practical, data flows which identify individuals. It is well recognised that there is an obligation to share information between professional and agencies to ensure that appropriate services are provided and safe working practices are adopted. \*title\* are encouraged to share information respecting GDPR Guidance.

7.5 Incident Reporting – Slit Lamp Bio-Microscopy Examination:

The examiner will undertake to complete an incident report as appropriate, for any incident occurring relating to Slit Lamp Examination for the delivery of this SLA.

All risks identified will be included in the CDESP Risk Assessment review and Clinical Governance and Business Operational group. These will be entered onto the NCIC Risk Register Ulysses Incident and Risk Management System.

***An incident is defined as “any untoward or unexpected event, which may or may not cause injury or have an adverse effect on the physical or mental health of an individual”***

Only participating \*title\* must sign this SLA document. A designated deputy is not considered appropriate to fulfil the SLA requirements.

1. **Clinical Responsibility**

Clinical responsibility for the patient’s examination, grading, diagnosis and provision of information and advice to the patient and CDESP under the terms of the signed SLA, rests with the accredited \*title\*.

\*Title\* will adhere to the required qualification and accreditation national requirements stipulated in Appendix 2 and Appendix 3

1. **Service Monitoring**

In order for the CDESP to monitor the service, the \*title\* must maintain accurate records of the service within the OptoMize screening software. SLB examiners will be invited to monthly CDESP MDT meetings and Clinical Supervision sessions.

1. **Period of Service Level Agreement**

The SLA will operate on an annual basis from \*date of agreed commencement\*

1. **Termination of Agreement**

SLB examining \*title\* wishing to terminate this agreement must give three months notice in writing to the Programme Manager and Clinical Lead of CDESP. The former will ensure that all relevant parties are informed and outstanding invoices are processed for payment.

CDESP may also terminate this agreement with two months written notice.

1. **Signatories to the Agreement**

Signed by Slit Lamp Examining Signed on behalf of Cumbria

\*title\* Diabetic Eye Screening Programme

**Name: Name:**

**Signature: Signature:**

**Position: Position:**

**Date: Date:**

**APPENDIX 1**

**SLIT LAMP BIO-MICROSCOPY EXAMINATION / GRADING**

**Specifications of Service**

**Referral Criteria**

The following patients will be referred to Slit lamp biomicroscopy Examination:

* Poor Image Quality/Unassessable Images
* Unable to obtain Images, patient is not suitable for fundus imaging

\*title\* undertaking Slit Lamp examination must be accredited to do so. This can include:

* to par-take and be willing to undertake the Unit 21 of the Health Screeners Diploma.
* Undertake or demonstrate the required components of Slit Lamp biomicroscopy examiner training and accreditation framework (Published January 2017)
* Maintaining and evidence accreditation status as set out in the above
* Participate in the mandatory monthly test and training sets.
* Access and utilise the OptoMize system for all appointment and examination outcomes.

Please see further details in Appendix 2

**The Patient Pathway**

* Primary/Secondary/ROG grading will determine whether the patient is eligible for slit lamp referral.
* The patient is advised in writing that a further examination of their eyes is required and is offered a choice of clinics to attend within the two screening locations.
* The service will manage all of the administrative functions including appointment booking, appointment rescheduling, all letter correspondence and onward referrals to Ophthalmology

**Examination Routine**

• Patient’s ocular and medical history

• Visions/Visual Acuities, including pinhole

• Anterior Slit Lamp examination to assess corneal, A/C lens and vitreous clarity, and iris for rubeosis.

• Dilate pupil using Tropicamide or Phenylepherine as necessary

• Binocular Slit Lamp examination of fundus, substitute with binocular indirect headset if necessary.

• Direct Ophthalmoscopy

**Cost**

£180 per session (session equates to 4 hours, typically 8:30 – 12:30 clinic template).

Invoice to be submitted to Cumbria Diabetic Eye Screening Programme

Payment will be direct to \*title\* account details, as per contract details.

**Frequency of sessions required**

Regular review of the SLB population in Cumbria will be undertaken. A weekly session would be preferred to allow upto 42 sessions a year (accounting for annual leave and other absences). The review would also take into consideration to SLB provision throughout the county and if additional sessions could be delivered to support.

The sessions would be agreed for the duration of the annual SLA (to be reviewed for ongoing rollover). To allow timely cancellation/rearranging of future booked sessions there would be 6 weeks notice required for any planned unavailability for a session (eg annual leave).

**APPENDIX 2**

**SLIT LAMP BIO-MICROSCOPY EXAMINATION / GRADING**

**Accreditation and Qualification**

**Optometrists**

A qualified practicing optometrist registered with the General Optical Council (GOC) can be an SLE.

Optometrists registered with the GOC who are only undertaking SLB within the NHS DES need to complete the ‘detect retinopathy and classify diabetic retinopathy unit’ of the diploma for health screeners. These trainee SLB practitioners will not be able to complete the required 200 grading of images and should develop a suitable alternative assessment locally to satisfy this learning outcome.

Optometrists who have completed unit 7 (detecting retinal disease) and unit 8 (classifying diabetic retinopathy) in the previous City and Guilds qualification are exempt from taking additional units if undertaking SLB only. If optometrists are undertaking full disease grading within the local DES programme they must also complete the appropriate units for the roles they have within the screening programme as outlined within the rules of combination.

Costs relating to the above required units will be covered in full by CDESP

Optometrists must:

* participate in the monthly test and training sets (training to use the required software and access will be provided)
* have completed the assessment/accreditation process described in this document

Appendix 3: National Diabetic Eye Screening Programme Guidance – SLB Accreditation Process

* understand and report SLB examinations using the NHS DES programme grading criteria

**APPENDIX 3**

**National Diabetic Eye Screening Programme Guidance**

**SLB Accreditation Process**

It is essential that candidates who are performing SLB examinations are fully observed in practice until accredited to ensure safe practice.

**Level 1: Preliminary training – supervised SLB examination technique**

The CDESP Clinical Lead will determine a suitable number of supervised SLB examinations undertaken in order to complete the level 1 preliminary training. This number may differ per Slit Lamp Examiner depending on individual competency levels.

All level 1 examinations must be fully supervised.

The level 1 preliminary assessment can start when the Clinical Lead is satisfied that the Slit Lamp examiner is competent. The assessor must sign a completion certificate to confirm the training and assessment has been satisfactorily completed.

**Level 1: Preliminary assessment**

The Slit Lamp examiner should demonstrate competence in SLB examination technique in the opinion of the CDESP Clinical Lead across SLB assessments on 10 patients with various stages of diabetic retinopathy and related common retinal disorders.

Assessment can take place over a number of clinics.

If the Clinical Lead is satisfied the Slit Lamp Examiner is already capable of performing SLB to the level 1 standard, they may be allowed to proceed directly to the level 2 assessment to demonstrate their competence.

**Level 2: supervised grading of diabetic retinopathy and related disorders using SLB**

This stage involves supervised grading of SLB examinations to identify diabetic retinopathy and related disorders as determined within the features-based grading criteria within the NHS DES programme.

The period of training and number of supervised grading of SLB examinations should be determined locally and should be sufficient to ensure competency.

**Level 2: final assessment**

Following this period of supervision, the level 2 final assessment can be undertaken when the Clinical Lead considers the candidate is competent to be an accredited Slit Lamp Examiner

If the candidate is also undertaking full disease grading within the CDESP programme the assessment should comprise a formal assessment of 10 patients with varying stages of diabetic retinopathy and related common retinal disorders performed over a single or multiple sessions.

If the candidate is not undertaking full disease grading within the CDESP programme the assessment should comprise formal assessment of 20 patients with varying stages of diabetic retinopathy and related common retinal disorders performed over a single or multiple sessions.

The assessment should be documented and should use the nationally described features-based grading criteria.

Successful completion of the level 2 final assessment should be documented within an internal database of accredited Slit Lamp Examiner, and maintained by the local programme manager or clinical lead.

Candidates who fail the level 2 final assessment must return to a period of directly supervised training and retake the assessment.

**Maintaining competency of Slit Lamp Examiner**

The competency of Slit Lamp Examiner will be managed and evidenced by CDESP.

Slit Lamp Examiner should undertake a minimum of 100 SLB examinations per annum to maintain competency.

The Clinical Lead for the programme is responsible for ensuring all Slit Lamp Examiner within the local DES programme are appropriately trained, assessed for competence and reviewed regularly.

Slit Lamp Examiner’s should receive continuous feedback on their decisions, attend multidisciplinary team meetings and participate in the monthly national test and training sets.

The Clinical Lead will hold a formal assessment of Slit Lamp Examiner examiners once every 3 years. This is to ensure they maintain competency and the knowledge and skills to successfully undertake SLB within their local screening programme.

This planned formal assessment should include a peer-reviewed grading of diabetic retinopathy using SLB on at least 8 patients with an appropriate assessor.

Following this session a formal feedback session will be undertaken with the Clinical Lead and Slit Lamp Examiner and should include professional discussions regarding:

* performance and participation in monthly test and training sets
* number of SLB examinations and gradings performed each year
* feedback and subsequent reflective practice on performance during formal assessment

Following this formal feedback the Clinical Lead will maintain a record of the formal assessment and feedback session.