

## **LOC Audit of Clinical Governance Arrangements**

**January 2009**

**Patricia O'Sullivan, Head of Primary Care, AOP**

### **Introduction**

There are 82 LOCs in England; 3 Regional Optical Committees (ROCs) in Wales; 13 Area Optical Committees (AOCs) in Scotland and 4 LOCs in Northern Ireland. I emailed all of these groupings for information on clinical governance arrangements in their areas and specifically asked if their PCTs/Health Boards were using the Quality in Optometry Clinical Governance Toolkit, as prepared by the professional bodies (ABDO, AOP, College and FODO). I include the responses I received below.

Based on the information received, there are no LOCs prepared to advise local practitioners to provide information to PCTs/Health Boards on clinical governance procedures without being paid. The PCTs/Health Boards understand that clinical governance is not part of GOS – which is a progression of sorts.

If those LOCs/AOCs/ROCs not listed in the responses below would like to send me information on their local clinical governance arrangements, I would be most grateful.

Patricia O'Sullivan, (AOP, Head of Primary Care) [patriciaosullivan@aop.org.uk](mailto:patriciaosullivan@aop.org.uk)

### **Ashton Leigh & Wigan LOC**

There are no formal arrangements in place for clinical governance. However, we do have an allocation of £4000 per annum from the PCT which the LOC use to set up peer review and education meetings, together with paying officers to attend quarterly PCT clinical governance and audit meetings; the funds are also used to publish practice information leaflets.

Janet Green (Chairman) [jrgopt@btopenworld.com](mailto:jrgopt@btopenworld.com)

## **Bradford LOC**

Bradford & Airedale PCT pay £150 to each practice that uses the Quality in Optometry web-based check-list. The PCT is currently collating the data they have received, when the return rate will be ascertained; not all optometrists participated even though they were made aware that they would not be able to provide enhanced services if they did not.

Stewart Mitchell (Chairman) [Mitchell.optometrist@virgin.net](mailto:Mitchell.optometrist@virgin.net)  
Roy Foster (Secretary) [royfoster@alive.co.uk](mailto:royfoster@alive.co.uk)

## **Berkshire LOC**

Neither of the PCTs have any clinical governance arrangements in place so do not use the Quality in Optometry toolkit.

Ralph Higson (Secretary) [Ralph.higson@healthscopeuk.com](mailto:Ralph.higson@healthscopeuk.com)

## **Buckinghamshire LOC**

There are no formal arrangements with either Bucks PCT or Milton Keynes PCT. The Head of Quality at Bucks PCT has been to our Clinical Governance Sub-Group meeting to discuss matters and is very informal about it. He is also very aware of our resistance to doing anything without payment. Bucks PCT is heavily in the red and is unlikely to pay for anything. Milton Keynes PCT is trying to get us to do a 'child awareness' audit but, again, we have refused without payment and training.

Peter Chilton (Secretary) [pete@wainhill.co.uk](mailto:pete@wainhill.co.uk)

## **Cambridgeshire LOC**

The PCT is encouraging all optometrists to use the QiO toolkit. As there may be some issue regarding accessibility to the web-based version, all optometry practices are starting to receive small chunks of the paper version, starting with the level 1 standards in groups of 4 questions. Currently, there is no payment agreement in place as optometrists are not forced to share the results of the toolkit, but they are encouraged to contact the PCT if they are unsure of what to do or how they could meet the standards. The PCT has provided a specific resource in the role of an optometry clinical governance facilitator to help, guide, promote and advise local optometrists to meet the

standards. There are quarterly meetings with the Clinical Governance Leads from the LOC and the PCT.

Rupal Lovell-Patel (Clinical Governance Lead)  
[rupal.lovell-patel@cambridgeshirepct.nhs.uk](mailto:rupal.lovell-patel@cambridgeshirepct.nhs.uk)

### **Camden & Islington LOC**

Clinical governance arrangements were recently discussed with Camden PCT at a PCT/LOC Liaison Group meeting. The PCT agreed to pay £200 to each practice to use the Quality in Optometry toolkit.

Harry Green (Secretary) [harryigreen@aol.com](mailto:harryigreen@aol.com)

### **Cheshire South LOC**

Central and East Cheshire PCT are doing exactly nothing. Western Cheshire PCT is re-inventing the wheel but paying nothing for all the grief.

Lyndon Taylor (Vice Chairman) [Lyndon@taylors-optometrists.co.uk](mailto:Lyndon@taylors-optometrists.co.uk)

### **Croydon LOC**

Croydon PCT sent the QiO checklist to all practitioners and paid them £200 to complete and return it. However, only four practitioners completed and returned the questionnaire. I am working with our clinical governance lead on clinical governance for optometry but I envisage it will be some time before the PCT can expect local practices to comply.

Sue Kavanagh (Secretary) [kavs@ntlworld.com](mailto:kavs@ntlworld.com)

### **Cumbria LOC**

No clinical governance arrangements in Cumbria yet. The PCT have the Quality in Optometry toolkit but do not appear to be too interested in enhanced services currently.

David Nicolson (Secretary) [dir.workington@st.uk.specsavers.com](mailto:dir.workington@st.uk.specsavers.com)

## **Derbyshire LOC**

The PCT is obliged to get contractors to introduce quality systems but they have no money to help implement or pay for the arrangements. They have opted to put on evening road shows, the next one being about child protection matters. The PCT will arrange the speakers and provide a buffet for practitioners and staff. Colleagues can either ignore or attend. The PCT is aware of the QiO toolkit. There is a link to the Quality in Optometry toolkit on the LOC website, so that practitioners can be aware of it too.

Ted Thomas (Secretary) [ted.thomas10@btinternet.com](mailto:ted.thomas10@btinternet.com)

## **Devon LOC**

No formal arrangements in place as yet, although discussions are ongoing with the PCT to ascertain the level of clinical governance they require and to negotiate a reasonable fee.

Dr David Adams (SW Devon LOC, Clinical Governance Lead)  
[david.adams@phnt.swest.nhs.uk](mailto:david.adams@phnt.swest.nhs.uk)

## **Dudley LOC**

Dudley PCT is in contact with the LOC to open discussions regarding clinical governance. The proposal is to pay practices who can display compliance with QiO levels 1 & 2. Fees have not yet been discussed; compliance will be confirmed by a practice visit.

Charles Barlow (Secretary) [c.barlow@pinderandmoore.co.uk](mailto:c.barlow@pinderandmoore.co.uk)

## **Durham LOC**

There are no arrangements in place for clinical governance but the matter will be raised at the next LOC meeting.

Philip Walker (Secretary) [mr.philipwalker@tiscali.co.uk](mailto:mr.philipwalker@tiscali.co.uk)

## **Dorset LOC**

There are no formal clinical governance arrangements in place at the moment.

Jane Bell (Chairman/Secretary) [jane@janebell.com](mailto:jane@janebell.com)

## **Essex LOC**

The plan is for all Essex PCTs to offer performers an option to take up local enhanced services as long as they use the Quality in Optometry toolkit, for which they will be paid £250. Half of this fee will be paid on completion of the initial assessment and the other half after a six-month reassessment. Nothing has yet been signed however, as it is still being discussed.

Steve Cole (Joint Chairman) [s.a-cole@tiscali.co.uk](mailto:s.a-cole@tiscali.co.uk)

## **Hampshire LOC**

Local PCTs are still considering clinical governance arrangements following on from the introduction of the new contract and their realisation that it does not entitle them to information about clinical governance within that contract. The LOC recently held a CET event entitled 'Clinical Governance in Optometry' to demonstrate the use, benefits and value of the QiO toolkit to practices and to patient. Representatives from PCTs attended along with local practitioners. The PCTs are happy to work with the LOC and will support training on the use of the toolkit to help practitioners reach level 1.

Janis Loose (LOC Business Manager) [Janis.loose@ntlworld.com](mailto:Janis.loose@ntlworld.com)

## **Humber South (North & North East Lincolnshire)**

As yet, the LOC has not been approached by the PCT about clinical governance or audit. However, the LOC passed details of the QiO toolkit and its website to the PCT.

Ralph Worfolk (Secretary) [ralhil1@ukf.net](mailto:ralhil1@ukf.net)

## **Leeds LOC**

Leeds PCT has agreed to pay practitioners £150 for completing the web-based Quality in Optometry checklist. The purpose is to obtain a baseline assessment for the clinical

governance arrangements already in place in Leeds. This will be followed by a conference in November, hosted by the PCT in liaison with Leeds LOC to promote a 'best practice' guide that the PCT are encouraging practitioners to follow. The conference will be funded by the PCT and talks are in progress to determine what would be preferential in terms of clinical governance in Leeds and also, to what extent the PCT are willing to finance the initiative.

Darren Aveyard (Chairman) [darrenaveyard@btconnect.com](mailto:darrenaveyard@btconnect.com)

### **Leicestershire & Rutland LOC**

The Optometric Adviser brought the QiO toolkit to the attention of both Leicestershire County & Rutland PCT and Leicester City PCT. The former prepared its own version along the lines of those used by the other contractor professions, in consultation with the LOC. Over 50% of optometric practices participated by completing the initial questionnaire and were paid £350 each. Over 50% of those practices then went on to provide evidence of achievement and were paid a further £250 each. These practices will now be eligible to provide enhanced services. Leicester City PCT is considering a similar scheme and work is in progress to develop it.

Cindy Jones (Secretary) [leics\\_rutland\\_loc@btinternet.com](mailto:leics_rutland_loc@btinternet.com)

### **Lincolnshire LOC**

No formal arrangements in place at the moment – the PCT presumed that practitioners would introduce clinical governance without a fee but that was not the case. The PCT has offered to match training funds, but not to pay for the process of attainment, realization of targets etc. The LOC tried to get the PCT to use the QiO toolkit, without success. The LOC is continuing to try to persuade the PCT to pay optometrists for clinical governance and has written formally to the PCT about this.

Jason Rickaby (Secretary) [jasonRik@aol.com](mailto:jasonRik@aol.com)

## **Liverpool LOC**

No formal arrangements for clinical governance in place; PCT visits to new practices usually check to see if there are hand-washing facilities in place and that there are chairs in the waiting area – beyond that, nothing.

Steve Bryan (Chairman) [dir.liverpool@st.uk.specsavers.com](mailto:dir.liverpool@st.uk.specsavers.com)

## **Manchester LOC**

There are formal arrangements in place, using the Quality in Optometry toolkit – except for three sections, where the wording was amended to suit PCT staff. Practitioners are being paid £400 for completing part one of the toolkit and £600 for completion of the full programme.

Paul Showman (Chairman) [eyes2@mail2web.com](mailto:eyes2@mail2web.com)

## **Mersey (Central) LOC**

There are no formal arrangements in place in Warrington, St Helens & Halton.

Sally Jones (Chairman) [martin.sally.jones@lineone.net](mailto:martin.sally.jones@lineone.net)

## **Merton, Sutton & Wandsworth LOC**

Sutton and Merton PCT and also Wandsworth PCT have asked local optometrists to fill in the check-list in the Quality in Optometry toolkit. They are being paid £100 to do this but it is a one-off piece of work and both PCTs are aware that should they require practitioners to undertake further clinical governance, a new fee will have to be negotiated.

Linda Troy (Chairman) [pt003h4457@blueyonder.co.uk](mailto:pt003h4457@blueyonder.co.uk)

## **Norfolk & Waveney LOC**

There are no formal arrangements for clinical governance. The LOC has attempted to discuss clinical governance with the PCT over a number of years without any positive result. Earlier this year, the LOC met with the Director of Clinical Services to explain why optometrists were not willing to comply with Standards for better Health without

appropriate remuneration. The LOC presented a paper suggesting a scheme for compliance, together with suggested levels of remuneration. This approach was welcomed by the Clinical Director, who said he would seek the approval of the PCT policy makers – that was in May. There have been no further developments.

Peter Hutchinson (Chairman) [wigwarePMH@aol.com](mailto:wigwarePMH@aol.com)

### **Nottinghamshire LOC**

Nottingham County PCT are in the process of recruiting 5/6 practices to pilot a clinical governance framework. The framework is not based on the QiO toolkit as such. It is a framework which was developed for all the contractor professions e.g. GPs, dentists, pharmacists, optometrists. The plan is for the framework to be commissioned as an enhanced service and the pilot is designed to assess how user-friendly the framework is; also how time-consuming it will be in practice and what fees it should attract. The practices are being paid £2000 to take part in the pilot. Hopefully, results will be available in the New Year as the full roll-out is expected to take place in April next year.

The framework has been subdivided into well over 100 different tasks; some are to be completed in the first year; some in the second year leading to full accreditation in the third year. The £2000 paid to each practice is to cover reviewing the framework, carrying out 10 of the tasks and providing feedback on the difficulty of implementation, the time involved to complete the tasks, how easy the information is to collate and how easy the document as a whole is to understand. The results will be used to determine how much the fee for full roll-out should be.

The PCT employs an optometrist clinical governance lead, in addition to an optometric adviser. Also, all practices have been asked to nominate a clinical lead to attend clinical governance meetings organised by the PCT; those nominated are paid £100 to attend.

John Duffy (Chairman) [john@duffyeyecare.fsnet.co.uk](mailto:john@duffyeyecare.fsnet.co.uk)

### **Oxfordshire LOC**

No formal arrangements in place at the moment.

Caroline Maile (Co-ordinator) [caroline@collingridgeantiques.freemove.co.uk](mailto:caroline@collingridgeantiques.freemove.co.uk)

## **Pennine (West) LOC**

The LOC is in negotiations with the two PCTs in the area on clinical governance (Oldham and Tameside & Glossop), although we will want a realistic fee for the work involved.

Rosemary Walton (Secretary) [rosemary.walton@ntlworld.com](mailto:rosemary.walton@ntlworld.com)

## **Rotherham LOC**

Rotherham PCT has not implemented clinical governance but did present a proposal to the LOC last year. As there was no money on offer, we declined to go any further. We have objected to the introduction of clinical governance as part of the Optometric Adviser's practice visits, who said they could ask for anything. The LOC has advised practitioners, when involved in practice visits, to only answer non-clinical governance questions.

Robert King (Secretary) [rbrtking@gmail.com](mailto:rbrtking@gmail.com)

## **Salford & Trafford LOC**

Neither PCT have asked the LOC to help implement any clinical governance procedures. This might change as we are about to expand our enhanced services locally.

Alan Miller (Chairman) [amillersalford@btconnect.com](mailto:amillersalford@btconnect.com)

## **Sandwell LOC**

No approach from the PCT yet on clinical governance but we are expecting the appointment of an optometric adviser soon – this might help to change matters.

Roger Meredith (Secretary) [sandwellloc@hotmail.co.uk](mailto:sandwellloc@hotmail.co.uk)

## **Sefton LOC**

The LOC is currently in discussion with the PCT to move forward with clinical governance. Payment details have yet to be confirmed but there is a budget allocated

for this by the PCT. We hope to base our arrangements around the Quality in Optometry toolkit.

Paul Bradford (Secretary) [farsidepaul@hotmail.com](mailto:farsidepaul@hotmail.com)

### **Sheffield LOC**

No arrangements in place at the moment. The LOC has written to practitioners in the area to encourage the provision of information about the legally required aspects of practice but to say that information beyond that, on clinical governance, would not be provided to the PCT without remuneration.

Alex Gage (Secretary) [alex.gage@alexgageoptician.co.uk](mailto:alex.gage@alexgageoptician.co.uk)

### **Shropshire LOC**

There are no formal arrangements in place as yet, although the PCTs would encourage and support practices who wish to implement clinical governance e.g. they have arranged occasional workshops to create an interest. The PCTs see the QiO toolkit as a valuable resource for clinical governance and would like practitioners to use it. The PCT recently arranged a workshop on records management – food was available but no CET points, so there was a low turnout. We hope to have formal clinical governance arrangements in place in the near future.

Steve Evenett (Chairman) [sevenett@lineone.net](mailto:sevenett@lineone.net)

### **Stockport LOC**

Clinical governance is linked to enhanced services, so an element of the fee paid for enhanced services in this area covers clinical governance arrangements. We have a short questionnaire, the vast bulk of which is taken from the QiO toolkit. Practices can fill in the paper version or they can use the web version of QiO, print off the results and post to the PCT.

Trevor Warburton (Chairman) [trevorwarburton@tjwarburton.co.uk](mailto:trevorwarburton@tjwarburton.co.uk)

## **Surrey LOC**

There is a partial scheme in Surrey, which was established prior to the PCT reorganisation. It operates in the area previously known as East Elmbridge and Mid Surrey PCT, which is now part of the new Surrey PCT. Since the reorganisation, this scheme has been on the back burner but it may eventually expand to cover the rest of the county. It provides accreditation at two levels. Level 1 deals with basic practice and covers clinical governance at a level that most practices would normally need to comply with to meet their terms of service and health and safety regulations. It is voluntary and accredited practices receive a fee of £300 once the paperwork is completed and they have had a satisfactory practice visit from the PCT. Level 2 covers enhanced services and attracts a fee of £500.

Richard Broughton (Optometric Adviser, Surrey PCT)

[Richard.broughton@surreypct.nhs.uk](mailto:Richard.broughton@surreypct.nhs.uk)

## **Sussex (East) LOC**

No arrangements in place as yet for clinical governance. A meeting with the clinical governance lead at the PCT is scheduled so there may be developments.

Joanne Broad (Secretary) [jobroad@hotmail.com](mailto:jobroad@hotmail.com)

## **Tees LOC**

There are no payments for clinical governance arrangements. Last year, the PCTs sent out their own clinical governance document – an adaptation of the one they used for GPs. It was not relevant to optometric practice. The LOC wrote to the four PCTs suggesting that they used the questionnaire produced by the professional bodies (QiO), which practitioners would complete for an appropriate fee. We received no response.

Maggie Timlin (Secretary) [Maggie\\_timlin@hotmail.com](mailto:Maggie_timlin@hotmail.com)

## **Tyne & Wear LOC**

There is no funding available at the moment for clinical governance. The PCT is prepared to subsidise training and meeting arrangements that fall within the parameters of a clinical governance framework. We have discussed the QiO toolkit with them and they have a downloaded copy of the 'levels'. The LOC is looking at what can be done

on an LOC-wide basis so that we could have a holistic package available at some time in the future. The PCT are keen to take all of this forward, of course, but the LOC will decide how far we can go if there is no funding made available.

Tom Hedley (Chairman) [tom.hedley@virgin.net](mailto:tom.hedley@virgin.net)

### **Wakefield LOC**

There are no formal arrangements for clinical governance, so the PCT does not use the QiO toolkit.

John Skirrow (Treasurer) Tel: 01977 613 633

### **Wiltshire LOC**

We had a meeting with the PCT about clinical governance. They were keen for us to complete the QiO checklist but when we explained that we would only do this for an appropriate fee, they said they would have to go back to the drawing board, as it were. That meeting was in January and we have heard nothing more about it.

Anna Lewin (Secretary) [a\\_m\\_lewin@hotmail.com](mailto:a_m_lewin@hotmail.com)

### **Wirral LOC**

The PCT has no funds to pay for clinical governance arrangements. However, the LOC is encouraging local practitioners to use the QiO toolkit for the benefit of their own practices.

Fred Howard (Secretary) [fredhowardopt@aol.com](mailto:fredhowardopt@aol.com)

### **Wolverhampton LOC**

We find the QiO document extremely useful and have encouraged practitioners to use the toolkit for their own purposes. The PCT made overtures to the LOC, interested in practitioners using a paper-based document similar to the QiO checklist. However, there was no offer of a fee. The LOC gave its support in principle but pointed out that optometrists could not be expected to participate without remuneration for the time

involved. The LOC also suggested that the PCT use the QiO web-based system, but nothing has been formalised yet.

Peter Rockett (Secretary) [wolvesloc@fsmail.net](mailto:wolvesloc@fsmail.net)

### **Wales (North Wales)**

In North Wales, only one Health Board (Flintshire) pays for clinical governance. They pay £500 to each practitioner to fill in the QiO toolkit questionnaire and send them the results. They also pay £100 for each optometrist to attend 5 meetings per year.

Vicki Pope (Chairman) [Vicki@vjmetcalfe.fsnet.co.uk](mailto:Vicki@vjmetcalfe.fsnet.co.uk)

### **Scotland (Highlands AOC)**

Clinical governance is still at the conceptual stage in the Highlands. However, some practitioners use the QiO toolkit on a voluntary basis and find it a very useful tool.

Ailsa MacInnes (Secretary/Treasurer) [ailsa.macinnes@btopenworld](mailto:ailsa.macinnes@btopenworld)

**END**