

Ophthalmic PAG Pieces – Issue 1 January 2020

Bringing you snippets to share learning from the Optometry Performance Advisory Group meeting in the SW, where concerns raised about Optometrists are reviewed, including information from serious incidents, SEAs and complaints.

What were your New Year's Resolutions?

Recordkeeping: If it's not documented there's no evidence that it happened!

Saying Sorry



Information to share or remind:

1 – What were your New Year's Resolutions?

It's now 2020 and NHSE hopes that one of your resolutions in January was to review your personal details recorded by NHS England and ensure they are up-to-date. You are required to inform NHS England of any change in personal details as part of your inclusion on the Ophthalmic Performers List as per section 4 - Application for inclusion in a performers list - **(3) The Practitioner must provide the following undertakings — (b) to notify the Board within 7 days of any material change to the information provided in the application, whether such change occurs before the Board's determination of the Practitioner's application or subsequently**".

Information can be found at http://www.legislation.gov.uk/ukxi/2013/335/pdfs/ukxi_20130335_en.pdf and please complete NPL3 via the following link: <https://www.england.nhs.uk/primary-care/primary-care-commissioning/performer-list-policies-and-procedures/> to change your details.

2 - Recordkeeping: If it's not documented there's no evidence that it happened!

PAG often discuss cases where a lack of documentation or poor record keeping is noted and a need of improvement is identified following a clinical review. Whilst it's understandable with increasing pressures on workload that things can be missed or forgotten, documenting a patient's consultation is important to protect yourself as well as the patient. Here are some links for further information on recordkeeping and other standards from the College of Optometrists and the General Optical Council:

General record keeping: <https://guidance.college-optometrists.org/guidance-contents/knowledge-skills-and-performance-domain/patient-records/#open>

General standards of practice for optometrists & D.Os: <https://standards.optical.org/the-standards/optometrists-and-dispensing-opticians/>

General standards of practice for optical students: <https://standards.optical.org/the-standards/standards-for-optical-students/>

General standards of practice for businesses: <https://standards.optical.org/the-standards/standards-for-optical-businesses/>

So, if it's not documented there's no evidence that it happened and make sure the notes are contemporaneous!

3 - Saying Sorry

It is rare for incidents to occur in optometric services but, as with all incidents, there is a moral as well as statutory, regulatory and professional requirement to say sorry for what has happened. A number of practice responses that PAG have reviewed have appeared less than empathetic when responding to patients. NHS Resolution has written a document to support with the process of apologising and can be found at <https://resolution.nhs.uk/wp-content/uploads/2018/09/NHS-Resolution-Saying-Sorry.pdf>

The CQC's Duty of Candour document can be found at <https://www.cqc.org.uk/guidance-providers/regulations-enforcement/regulation-20-duty-candour> and further advice from the GOC can be found at https://standards.optical.org/supporting-guidance/candour_guidance/

