



DERBY CITY COUNCIL

## ADULT SERVICES AND HEALTH COMMISSION 15 March 2010

Report of the Chair of Adult Services and Health Overview and  
Scrutiny Commission

### Scrutiny of Access to Retinopathy Services

#### RECOMMENDATION

- 1.1 To consider and comment on the experiences of patients accessing retinopathy services.

#### SUPPORTING INFORMATION

- 2.1 Patients seeking to book the retinopathy service through the electronic booking service have been experiencing difficulties over the last six months. This came to my notice after I experienced similar problems in booking a retinopathy test.
- 2.2 I tried to book a test over a number of weeks by ringing the number provided by the GP and leaving messages on answering machine without anyone getting back to me. I finally managed to get through and have now had my test. However following my test I contacted the Patient Advice and Liaison Services (PALS) to enquire whether other patients were having similar experiences as I felt certain vulnerable groups such as elderly, people from certain minority groups and those who are at a higher risk of developing diabetes and requiring retinopathy tests could also be having similar problems. I requested for information from PALS and they have provided quarterly reports. Looking at the quarterly reports show that retinopathy service has been experiencing problems for a number of months with patients experiencing difficulties getting through to book appointments.
- 2.3 Although the retinopathy service is managed by Derbyshire County PCT for both city and county patients I have requested the NHS Derby City for a briefing for Derby patients. I have asked them to explain the nature and extent of problems with the booking system for retinopathy tests and an explanation on what is being done to address the access problems.

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| <b>Background papers:</b>            | None   |
| <b>List of appendices:</b>           | Appendix 1 – Implications<br>Appendix 2 – PAL Contacts   |

# Appendix 1

## IMPLICATIONS

### Financial

1. None arising from this report.

### Legal

2. The Local Authority (Overview and Scrutiny Committees Health Scrutiny Functions) Regulations 2002 gives health scrutiny committees powers to review any matter relating to the planning, provision and operation of health services.

### Personnel

3. None arising from this report.

### Equalities impact

4. Effective scrutiny will benefit all Derby people.

### Corporate Priorities

5. This report links with Council's priority of helping us all to be healthy, active and independent

## Appendix 2

### PALS CONTACTS RETINOPATHY CONCERNS:

10 contacts recorded since May 2009 up to and including Dec 90

#### **Main theme of concerns**

Access to Diabetic Retinopathy line - always busy, no room on answer phone message system to leave new messages, messages not responded to.

One separate issue, caller attended for clinic, which had been cancelled, caller not informed.