

Freedom of Information Request**Ref: UHB 17-510**

Date 27 October 2017

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Thank you for your request for information under the Freedom of Information Act 2000. The Trusts response is as follows:

1. Do you provide a service to see urgent/emergency ophthalmology patients? What do you call this service?

Yes – Bristol Eye Hospital Accident and Emergency department. We also have our own theatres in which patients can be operated on at any time.

2. Is it a walk in service or booked 9-5 or other (please explain)?

Walk in -8:30 to 17:00

3. Do you have a telephone triage for new referrals? Who triages these calls and how?

Patients are triaged by the nursing team on arrival.

4. What type of staff work in your emergency clinic seeing patients? And how many are present per session?

The A&E is staffed by nurses, junior doctors and optometrists. The number of staff present depend on any day but we generally have between 4-5 nurses and 3 doctors in the dept.

5. How is consultant supervision provided? Do you have a Primary care consultant for eye casualty?

Inside core hours, there is a consultant either in the A&E department or in clinics which are running in adjacent rooms. On a weekend, there is a consultant on call.

6. How many patients do you see on an average day, week & month?

We see approximately 70 patients per day, 490 patients per week, 1960 patients per month and 23520 patients per year.

7. Are follow up appointments made in the same emergency clinic? What proportion per day, are follow up patients?

Follow up appointments are made. These are dependent on us having enough medical staff present to handle the unexpected arrivals. We will try to run a clinic of 12 patients per day.

8. What do you use to record the examination of patients?

We currently use paper notes to record patients A&E attendance, however the Trust is moving towards an electronic patient note system.

9. If you have one, what is the tariff cost allocated to new and follow up patients seen as an emergency in the Ophthalmology department?

HRGCode	HRG Description	Actual Price
VB01Z	Emergency Medicine, Any Investigation with Category 5 Treatment	£349.07
VB02Z	Emergency Medicine, Category 3 Investigation with Category 4 Treatment	£317.63
VB03Z	Emergency Medicine, Category 3 Investigation with Category 1-3 Treatment	£229.82
VB04Z	Emergency Medicine, Category 2 Investigation with Category 4 Treatment	£208.14
VB05Z	Emergency Medicine, Category 2 Investigation with Category 3 Treatment	£174.54
VB06Z	Emergency Medicine, Category 1 Investigation with Category 3-4 Treatment	£122.5
VB07Z	Emergency Medicine, Category 2 Investigation with Category 2 Treatment	£152.85
VB08Z	Emergency Medicine, Category 2 Investigation with Category 1 Treatment	£140.93
VB09Z	Emergency Medicine, Category 1 Investigation with Category 1-2 Treatment	£98.65
VB11Z	Emergency Medicine, No Investigation with No Significant Treatment	£68.3

10. Who sees and triages out-of-hours emergency patients? What is classified as out-of-hours?

We have 2 junior doctors and a consultant on call at all times. Anything outside of 8am to 5pm will be classed as outside of hours. Patients who need to be seen outside of our normal A&E hours are directed to the main BRI emergency department and the on call team are contacted.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Trust Secretary
 University Hospitals Bristol NHS Foundation Trust
 Trust Headquarters
 Marlborough Street
 Bristol
 BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely,

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