

AN INFORMATION GUIDE FOR

HOME VISIT SERVICES FOR ELDERLY PATIENTS





Matt, Optometrist, meeting the first patient of the day

At home services provided for the NHS by The Outside Clinic

The Outside Clinic is a national NHS accredited provider of domiciliary and community health services, with a thirty year heritage as a leading adult sight and hearing care specialist for those unable to access a high street provider

The Outside Clinic's services are highly regarded offering patient centred, confidential treatment with innovation and a reputation for delivering an excellent quality clinical service by an experienced team of Optometrists and Audiologists. The use of the latest equipment and digital record keeping technology helps deliver consistent high-quality care.

Our tablet PC based record keeping system builds year on year patient information for comprehensive future diagnosis and allows for an exceptionally high level of clinical governance.

SPECIALISTS IN HOME VISITS

- ✓ Fully registered and accredited Optometrists and Audiologists
- ✓ Trained to deal sensitively with older and more vulnerable patients
- ✓ Complete and detailed digital records provided
- ✓ Hearing aids and spectacles are individually fitted in the patient's home
- ✓ Buy With Confidence – Trading Standards Approved

For patients who find it difficult to leave their homes, The Outside Clinic's services can be used to support you by conducting this sight and hearing test at the patient's home.

Dignity, respect and privacy are guiding principles that the company adheres to when visiting your patients.

“We believe it is the right of everyone to have a service comparable to what they would expect on the high street.”

**– Stuart Burdett, Managing Director,
The Outside Clinic**

In 2015, The Outside Clinic was included in the London Stock Exchanges' 1000 companies to Inspire Britain report as a company that significantly outperformed its sector peers.

THE PROVIDE PROJECT (THE OUTSIDE CLINIC PARTNERING RESEARCH)

In 2014 The Outside Clinic were involved in a

major study, The PrOVIDe project (Prevalence of Visual Impairment in Dementia) undertaken by a multidisciplinary team including City University, London, led by the College of Optometrists and funded by the National Institute for Health Research (NIHR).

The study investigated the prevalence of visual impairment using eye examination data and qualitative data on the attitudes and experiences of the research optometrists, individuals with dementia and their carers.

The Outside Clinic's team of partnering research optometrists supported the programme by carrying out domiciliary eye examinations on over 750 patients with dementia aged 60-89 within the home and care home environment and the report thanks and acknowledges the outstanding contribution that The Outside Clinic provided throughout.

A parliamentary reception on Dementia and Visual Impairment hosted during 2017 by Debbie Abraham MP, builds on this work by raising awareness of the issues highlighted in the report.

Hearing services in your patients' own homes

NHS hearing assessments are available to qualifying adults in commissioned areas. Audiologists are HCPC registered and arrive with diagnostic equipment to carry out a comprehensive examination. The Outside Clinic provide their NHS domiciliary service at the same cost as a fixed site hospital appointment under many AQP contracts.

The Outside Clinic began providing an audiology domiciliary service in 2010 and during that time has become a highly respected provider of home hearing care. Since the introduction of Any Qualified Provider (AQP) contracts in 2013,

the company has assisted with the delivery of NHS adult audiology services. The Outside Clinic currently fulfils numerous contracts all over England and is now one of the largest national home hearing care companies.

The community based Audiologists are supported by a team of Professional Services staff who are responsible for ensuring that the integrity of all clinical governance standards are maintained. All



“The Outside Clinic provide a caring and highly professional service for my patients. I can confidently recommend their services to patients who struggle with mobility.”

– Dr C Raw, Durham

Audiologists are members of BHSAA (British Society of Hearing Aid Audiologists) and are registered with the HCPC (Health Care Professions Council).

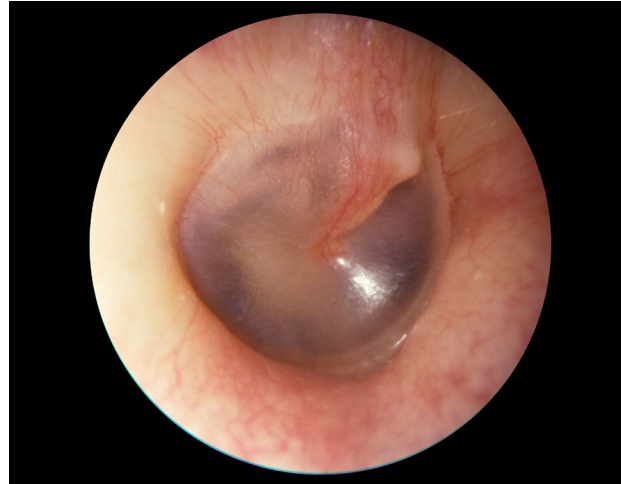
If commissioned by your CCG this invaluable NHS service will be available to your patients.

The Outside Clinic is a founding member of the National Community Hearing Association (NCHA) www.the-ncha.com



OTOSCOPY

Part of the assessment involves a full otoscopic examination which will help determine the overall health of the ear and to check for any obstruction for example wax which may be affecting the hearing.



VIDEO OTOSCOPY

Where appropriate video otoscopy is readily available for all Audiologists.



AUDIOMETRY

Following the otoscopic examination the Audiologist will conduct audiometry to take a series of measurements to assess the patient's level of hearing. These tests will reveal the extent of any hearing loss and help to determine the best hearing solution for the patient.

A bone conduction test is carried out as part of a routine pure tone audiometry (PTA) test.

Results are recorded on an audiogram.

For the majority of patients, if a hearing loss is established on assessment, they can be treated and fitted with hearing aids on the same day using open fit technology.

IMPRESSION TAKING

Depending on the loss, an impression of the ear maybe needed so that the appropriate ear mould(s) can be produced.

FITTING HEARING AIDS

After the ear mould(s) have been manufactured the Audiologist will revisit the patient to fit the

hearing aids. The Audiologists will check the hearing acuity using a range of subjective and objective diagnostic measurements such as Real Ear Measurements (REM) and Glasgow Hearing Aid Benefit Profile (GHABP).

AFTERCARE

Full rehabilitation and aftercare is provided all year round. A follow-up telephone call will be scheduled approximately 2-4 weeks after the fitting date to assess how the patient is managing and if required further home visits will be

scheduled as and when necessary.

TINNITUS

The Outside Clinic will carry out a private service assessment and consultation that focuses on the patient and the impact that tinnitus has on their quality of life. They will be offered expert personalised tinnitus relief and therapy options to help alleviate their symptoms.





AURAL MICRO SUCTION EARWAX REMOVAL

Ear wax removal is part of The Outside Clinic's comprehensive hearing provision. It enhances and complements the high quality of service provided raising the overall standard of patient care.

SAFE, MODERN AND EFFECTIVE METHOD

The procedure uses a micro-suction method aided by the use of purpose built loupes, allowing depth perception and magnification which allows full

observation of the ear canal. A fine sterile suction device using safe low air pressure removes any wax obstruction.

Wax removal using micro-suction offers less risk than irrigation or syringing and is ideal for patients who have history of perforations.

This service is available as part of the hearing examination and can be provided at the surgery or in the patient's home.

OVERVIEW OF THE PROCESS

Micro suction wax removal uses loupes and a canular suction probe attached to a mobile suction unit. In addition other wax removal tools such as a Jobson Horne probe and forceps may be used. Otoscopy is conducted before and after wax removal.

Once the wax has been removed the Audiologist will conduct a hearing test. In some cases a further appointment may be required to help the patient manage their condition.

Eye care services in your patients' own homes

The Outside Clinic is the longest established national company in domiciliary eye testing. Committed to bringing the highest level of service to members of the community who have difficulty accessing the high street practitioner. Frequently, these patients are elderly and vulnerable and it is only with a close working relationship with other healthcare professionals that their best interests can be fully served.

All Optometrists and Dispensing Opticians are GOC registered and trained to ensure the patient's receive exemplary care. The company is a founding member of the Domiciliary Eyecare Committee (DEC) as well as a member of The Federation of Ophthalmic and Dispensing Opticians (FODO) with a senior member of staff currently presiding as chair. They are also recipients of the prestigious Association of Optometrists (AOP) Award for Company of the Year.

Many people are unaware of the provision for home eye care and with an ageing population the importance of accessibility will only grow. Nearly 2 million people in the UK are living with sight loss and this is predicted to increase to 4 million by 2050¹. Hospital eye departments are becoming increasingly over-subscribed resulting in longer waiting times and anxiety for patients. The direct and indirect health care costs of adults who are registered as blind or partially sighted are estimated to be £6.5 billion each year¹. By promoting regular eye checks over 50% of sight loss is estimated to be avoidable.

With the very latest portable equipment The Outside Clinic aims to bring the consulting room to the comfort and convenience of the patient's own home. For patient's who are NHS entitled this service is provided at no charge.

“Portable Digital Retinal Photography is an exciting innovation that helps our Optometrists to provide a comprehensive high street service to our patients at home.”

**– Nick Wingate, Head of Professional Services,
The Outside Clinic**

WHO IS ENTITLED?

All those who would qualify for an NHS funded eye test on the high street but cannot attend a practice unaccompanied.

HOW DO PATIENTS ACCESS THE SERVICE?

No referral is needed. Patients simply need to contact a contracted provider directly, such as The Outside Clinic, on Freephone 0800 60 50 40.

Continued investment in the best and most up-to-date portable clinical equipment and record-keeping technology has enabled the company to deliver the best service possible for patients.

The Outside Clinic has recently made a major investment in new portable equipment. While Digital Retinal Photography is available at high street stores, The Outside Clinic are the first and only national at home visiting optician to offer this service nationwide. The company also supports many high street opticians, including well known major practices with this invaluable domiciliary service.

In addition to this the company has also invested in portable slit lamps allowing more detailed examinations in cases such as dry eye.



PORTABLE SLIT LAMPS

Portable slit lamps allow Optometrists to conduct biomicroscopy of the anterior eye.

HEINE BIO (SEE PAGE 11)

Binocular indirect ophthalmoscopes allow for stereoscopic viewing of retinal lesions and peripheral assessments, for example if a patient complains of flashes or floaters.



DIGITAL RETINAL PHOTOGRAPHY (DRP)

The Outside Clinic is the only national domiciliary company to offer portable Digital Retinal Photography as part of the NHS home eye examination. Digital retinal photography using the VersaCam™ Alpha allows a 45 degree horizontal field of view with 5 mega pixel high resolution for the recording of ocular conditions such as diabetic retinopathy, glaucoma, macula degeneration and other.



DIGITAL PATIENT RECORD SYSTEM

The Outside Clinic's highly experienced Optometrists will discuss and explain any photographic findings as well as allowing near instant information sharing.

A care management plan can be provided which allows year on year tracking of patient progress.

Conditions that are beneficial to digitally record include diabetic retinopathy, hypertensive retinopathy, age related macular degeneration (AMD), papilloedema, glaucomatous optic nerve heads and neoplastic changes.

ENHANCED SERVICES IN YOUR PATIENT'S OWN HOME

To alleviate the burden on Secondary Care many services are being contracted via the CCG's to Primary Care via Community Eyecare Pathways. The Outside Clinic participates in many of these schemes nationwide. Subject to contracts, the company maybe able to carry out enhanced services to their patient.

CATARACT REFERRALS

This is an efficient way for Optometrists to directly refer patients for cataract surgery without the need for them to visit a GP practice allowing patients greater choice and accessibility.

CATARACT - POST OPERATIVE

This eliminates the need for many patients to book another outpatient hospital appointment following successful cataract extraction. These patients can be discharged to community optometry care.

MINOR EYE CONDITIONS SERVICE (MECS)

Timely assessment for patients presenting with minor eye conditions. If further hospital intervention is required this can be arranged with suitable urgency.

GLAUCOMA REFERRAL REFINEMENT/ REPEAT READINGS

Reduces the number of unnecessary referrals to glaucoma clinics for initial diagnosis resulting in less patient anxiety and waiting times.

“Our accreditation to provide a range of enhanced services reduces the strain on hospital eye departments delivering alternative care that a patient receives in their own home.”

– Shawn Warren, Enhanced Clinical Services Manager, The Outside Clinic

LOW VISION

Previously patients who required low vision assessment would have to be seen within the hospital environment. There is now no longer a need for them to make this arduous journey as optical and living aids can be provided in the convenience of the home.

LEARNING DISABILITIES

Provides additional support and communication for eye tests ensuring that individuals with complex learning difficulties have the same right to access NHS eye health services as everyone else.



Heine Bio binocular indirect ophthalmoscope in use

Important documents



TheOutsideClinic

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