# HEALTH INTELLIGENCE

# JOB DESCRIPTION

**JOB TITLE: DESP Embedded Failsafe Officer**

**DEPARTMENT:** Diabetic Eye Screening Programme (DESP)

BASE: Manchester Royal Eye Hospital, working out of Eccles/Trafford Park office (part time 22.5 hours/week)

**SALARY:**  £22,308 pro rata

**ACCOUNTABLE TO:** Failsafe Manager

**REPORTS TO:** Failsafe Manager

### ROLE SUMMARY:

The English National Diabetic Eye Screening Programme (EN DESP) provides for screening of all eligible patients aged 12 and older with diabetes. Where the patient is under the care of the Hospital Eye Service (HES) for Diabetic Retinopathy, they are not invited to screening within the Diabetic Eye Screening Programme (DESP) and suspended as under the care of the HES for Diabetic Retinopathy. Approximately 3%-5% of screened patients will require a referral to HES for further examination and or treatment. At any one time approximately 10% of eligible patients are under the care the HES.

For each patient under HES care the DESP requires details of their arrival, appointmenting, examination/treatment and discharge. Specific National guidance specifies the requirements placed on Failsafe to track each of these patients to ensure clinical responsibility is transferred; patients are seen and treated within nationally set timeframes, are monitored and tracked and not lost to follow-up. This data is then used to report to the ENDESP against national Quality Assurance Standards.

The post-holder will be responsible on a day-to-day basis for undertaking the specific failsafe duties within the Hospital they are embedded within for the DESP Programme including liaison with consultant ophthalmologists and appointing managers.

**PRINCIPAL ACTIVITIES:**

1. Using the HES Feedback Module of Spectra PM, monitor all patients referred to the HES to ensure:
   1. Referral received date is recorded and each referral has the minimum data items included.
   2. Referrals are acknowledged and clinical responsibility accepted by the HES. Where this is not the case after having made reasonable efforts ensure the matter is escalated to the Failsafe Manager/Clinical Lead and the patient’s GP informed
   3. They are tracked, as per national guidance and Policy, that they are in the correct care pathway and all data is timely entered into the Module’s patient tracking system.
   4. Date of first offer of appointment is logged.
   5. Patient attendance/non-attendance/cancelation/discharge and planned follow-up appointments are logged.
   6. For patients who attend, record examination and treatment details along with the outcome of the consultation (retained under HES care, discharged).
2. Confirm each patient is not already under the care of the HES for the condition referred, if they are and they are due to be seen again within an appropriate timeframe, then the referral should be ‘rejected’.
3. Support the appointmenting of the patient based on their referral type (Urgent, Routine) within National set timeframes including patients who require re-inviting as a result of DNA/DNR and/or cancelation by the patient or HES. Collate and enter the details within the HES Feedback module and report potential breaches to Failsafe Manager/ Clinical Lead for investigation and follow-up.
4. The notification of the patients GP of non-attendance or non-response and that the patient is re-invited in accordance with the HES DNA/DNR and discharge policy.
5. Patients on discharge are referred back into the Programme within the correct pathway and Patients GP has been informed.
6. To liaise with Maternity Units within the Hospital to ensure that all Diabetic patients who are pregnant are referred to the DESP and screened either at or within two weeks of the first antenatal appointment.
7. Capture Certificates of Visual Impairment (CVI) data and audit the Laser Book to identify any patient not referred by the Programme but requiring treatment.
8. Audit the status of patients to ensure all patients under HES care are seen at least annually and status updated on the HES Feedback Module. Patients without a follow-up appointment within a 12 month timeframe to be identified and escalated to the HES Clinical Lead and Failsafe Manager for investigation and further follow-up.
9. Review and respond to individual queries, data completeness reports and data quality reports.
10. To provide reasonable support to the HES which will assist the Programme in meeting its duties and requirements including the co-ordination of patient appointments within the Hospital i.e. diabetology, maternity.
11. Regularly review national guidelines and best practice relating to failsafe and take this into account when fulfilling the role.
12. Ensure all activity and checks specified in the Standard Operating Procedure are undertaken in a timely manner.
13. Contribute to the goals and objectives of the service
14. Maintain strict confidentiality in respect of clients, correspondence and communication associated with duties
15. Following suitable preparation, be prepared to undertake new skills/procedures, relevant to patient need and in accordance with Trust policy.

**KEY RELATIONSHIPS:**

1. Internal: Programme Clinical Lead; Failsafe Manager; Programme Manager
2. Liaison with HES Clinical Lead and Consultant Ophthalmologists; Department management and administration staff generally and on individual patient matters.
3. Liaison with Hospital Departments outside of the HES that provide Diabetic care including Maternity.
4. Liaison with GP practices

**Staffing:**

1. Participate in team meetings and MDT meetings
2. Participate in HI’s PDR process and ensure objectives set are achieved.

**Quality:**

1. Maintain and ensure observation of robust internal quality assurance measures to meet national standards.
2. To maintain a thorough understanding of HES Policies and Procedures as they relate to the management of patients within the HES with a specific regard to the agreed HES DNA/DNR policy and procedures.

### GENERAL:

1. Comply with all Trust and Health Intelligence policies, procedures and guidelines.
2. Comply with the requirements of the Data Protection Act.
3. Flexibility in weekly working pattern and location as required.
4. Have responsibility for the health, safety and welfare of self and others and to comply at all times with the requirements of health and safety regulations.
5. This post is exempt from the provisions of Section 4(23) of the Rehabilitation of Offenders Act 1974.
6. Undertake other duties that may be required from time to time and that are consistent with the responsibilities of the grade.
7. Provide satisfactory clearance of suitability from the Disclosure and Barring Service

### Safeguarding

### Post holders have a responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role.

**InformatioN governance and security**

All staff must undertake the allocated IG Training Tool Modules and read the Security Policy signing the Security Commitment Form to confirm they have read, understood and will adhere to the policy.

###### CONFIDENTIALITY

Attention is drawn to the confidential nature of this post. Disclosures of confidential information or disclosures of any data of a personal nature can result in prosecution for an offence under the Data Protection Act 1984 or an action for civil damages under the same Act in addition to any disciplinary action taken by Health Intelligence which might include dismissal. You should consult your line manager if you consider that there is a need to breach such confidentiality.

###### HEALTH & SAFETY - GENERAL

Under the provisions contained in the Health & Safety at Work Act 1974, it is the duty of every employee to:

1. Take reasonable care of themselves and for others at work.
2. Not to intentionally or recklessly interfere with anything provided (including personal protective equipment) for health & safety or welfare at work.

Job Holders Signature…………………………………………….

Head of Department Signature……………………………………