

HC8 Maintain an information system to support retinal screening for patients

About this workforce competence

This competence concerns maintaining an information system within a locality to call patients for appointments for retinal screening and for follow up assessments, and to maintain patient records.

The system will be partly electronic and partly paper-based.

The activities described in this competence are closely related to the activities described in competence HC9, which concern arranging appointments.

Where patients and carers require communication in special forms – such as in languages other than English – the units on using translators and on communicating with others where there are communication differences apply.

Links

This competence links with the following dimensions and levels within the NHS Knowledge and Skills Framework

Dimension G5: Services and project management

Level: 2

Origin

This workforce competence has been developed by Skills for Health

Scope

Appropriate format for each individual

includes:

- a) normal format
- b) large print
- c) in languages other than English

Implementing improvements

includes:

- a) make improvements that are within the scope of your authority
- b) make a case for improvements to the appropriate person where they are outside the scope of your authority

Information

includes:

- a) oral
- b) printed
- c) patient information leaflets

Related information systems

include:

- a) local
- b) national

Performance criteria

You need to

1. identify individuals who should attend for screening and appropriate follow up and invite them to an appointment at a time that meets their needs
2. issue invitations to appointments in good time, in an **appropriate format** for each individual
3. ensure that the invitation explains what the screening will entail, and gives clear **information** about
 - where and when the screening will take place
 - what the individual should bring with them
 - advice on the screening process
4. provide accurate and timely information to colleagues on the schedule of appointments, updating as appropriate
5. arrange changes to appointments where necessary, to match individual needs with available resources
6. handle enquiries from patients and colleagues in an efficient and helpful manner
7. handle complaints according to local protocols
8. identify those people who do not attend appointments and send out recalls and reminders, according to local policies and procedures, and notify other members of the patient's care team
9. input data accurately and promptly onto the electronic system
10. file and store data in accordance with local procedures, and in a logical fashion, so that it can easily be retrieved by authorised colleagues
11. provide information, as authorised, to patients and to other healthcare professionals on the outcomes of screening
12. provide information, in collaboration with other members of the screening team, for quality audit purposes
13. maintain the confidentiality and security of the information in the system, following the Data Protection Act and local patient information protection protocols
14. encourage colleagues to provide accurate information for the system, at the right time and in the right form
15. make sure that accurate individual details are easily available from the system
16. update files promptly as details change and as new information becomes available and inform colleagues of changes that are relevant to them
17. seek information to ensure that all patients who require screening are included in the database
18. organise, re-organise and archive files, with appropriate back up, to maintain the effectiveness and efficiency of the system

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- | 19. regularly review the operation of the system and consider ways in which it **improvements could be implemented** to improve its accuracy, effectiveness, efficiency and security

Knowledge and understanding

You need to apply:

National guidelines

1. A basic awareness of national guidelines on eye screening and on diabetes monitoring, management and education
2. A working understanding of the purpose and principles of screening for diabetic retinopathy

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Working in partnership with patients and carers

3. A working understanding of the social, cultural and economic background of the patient/carer group

The information system

4. A working understanding of how the information management system works
5. A working understanding of design of IT elements of the system to enable you to communicate with colleagues who are IT specialists
6. A working understanding of developments in **related health service information systems**
7. A working understanding of how to access patient records
8. A factual knowledge of how to alter the date of the next screening invitation on the system
9. A working understanding of how to arrange referral to ophthalmology for screen positives
10. A factual knowledge of how to obtain and provide for patients: maps, standard letters, letters in different formats to suit individual needs

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Diabetes

11. A factual knowledge of causes, signs and symptoms of diabetes
12. A factual knowledge of the development of complications of diabetes
13. A factual knowledge of the effects of diabetes on a person's eyes

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Organisational and legal issues

14. A working understanding of your role in the healthcare team and the role of others

15. A working understanding of how to access interpreting services where required
16. A working understanding of the local and national guidelines on frequency of eye screening
17. An in-depth understanding of principles of storing and archiving data
- | 18. A working understanding of the Data Protection Act and local patient information protection protocols
- | 19. A working understanding of local guidelines on storing and communicating information
- | 20. A working understanding of data guidelines according to the appropriate national authority
- | 21. An in-depth understanding of quality audit requirements
- | 22. A working understanding of the complaints system and how to handle complaints

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