

Multi-stakeholder perspectives of locally commissioned enhanced optometric services.

Baker, H, Harper, RA, Edgar, DF, Lawrenson, JG

Topic Guides for Interviews and Focus Groups

Optometrist Focus Groups

General Experience

1. What has been your overall experience of MECS/GRRS?
2. How accessible have you found the scheme to participate in?
3. Are there any factors that have made it difficult for you to participate?

Practice

1. How has the scheme affected the organization of your practice/clinic?
2. Has the scheme had a financial impact on your practice?
3. Have you had to make any changes to the infrastructure at your practice/clinic to accommodate the MECS scheme?
4. What are the positive and negative effects, if any, MECS/GRRS has had on your practice?

Training

1. How useful has the training been?
2. Is there any additional training that would be useful?

Communication

1. What has the communication been like from GP's?
2. What has the communication been like from Ophthalmologists /Hospital Optometrists?
3. What has been the quality of feedback regarding the MECS/GRRS patients?
4. What would improve communication and feedback?

Recommendations

1. Are you happy to continue being part of the MECS/GRRS scheme?
 2. How can the scheme be improved?
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Health Professionals' structured telephone interviews.

Ophthalmologists

1. How have your expectations of the GRRS/MECS been met?

2. How easy has it been to support GRRS/MECS? Are there any factors that have made it difficult for you to support the scheme?
3. Has the new GRRS /MECS impacted on ophthalmology and or glaucoma services? If so how?
4. Is the impact greater than the 'original' GRRS? If so in what way?
5. Do you feel that the GRRS/MECS optometrists have received adequate and appropriate training.
6. Do you think the GRRS/MECS optometrists could benefit from further training? If so what?
7. How appropriate is the communication between GRRS optometrists and glaucoma specialist consultants in respect of the scheme?
8. How do you feel the scheme could be improved?
9. Would you be happy to be involved in an extended or expanded of the scheme?
10. What form would you like this expansion to take?
11. Do you have any additional comments regarding GRRS/MECS?

Glaucoma Specialist Optometrists

1. Has the new GRRS impacted on ophthalmology and or glaucoma services? If so how?
2. Is the impact greater than the 'original' GRRS? If so in what way?
3. How have your expectations of the new GRRS been met?
4. Do you feel that the GRRS optometrists have received adequate and appropriate training?
5. Do you think the GRRS optometrists could benefit from further training? If so what?
6. How appropriate are the referrals you receive through GRRS?
7. How appropriate and adequate has the communication and feedback been between yourselves and the optometrists?
8. Is the communication with GPs in the context of their patients seen within the scheme appropriate?
9. How do you feel the scheme could be improved?
10. Do you have any additional comments regarding GRRS?

GP's

1. What proportion of patients with eye related problems have you referred via MECS?
2. Are patients who contact your practice with eye problems directed by reception staff to a MECS practice or are the majority of patients referred into MECS after a GP appointment?
3. Based on your experiences and/or knowledge of the scheme, how, if at all, do you
 1. feel that MECS has improved the existing care pathway for patients with eye problems?
 2. Have your expectations of the MECS scheme been met?
4. How appropriate and adequate has the communication and feedback been between yourselves and the MECS Optometrists?
5. If patients have been referred back to you, how appropriate have these referrals been?
6. How has MECS impacted on your prescribing of ophthalmic drugs?
7. Has your prescribing budget been affected? If so how?
8. How do you feel the scheme could be improved?
9. Do you have any additional views or comments regarding MECS?

Commissioners' structured telephone interviews.

1. Why was the Minor Eye Conditions Scheme (MECS)/Glaucoma Referral Refinement Scheme (GRRS) commissioned?
2. Has MECS/GRRS met the commissioners expectations? If so how?
3. Is there any evidence to suggest that the scheme is cost effective?
4. How appropriate and adequate do you feel the communication is between yourselves and other stakeholders? (hospital clinicians/managers, LOC, community optometrists, patients).
5. Are there plans to continue the scheme?
6. How do you feel the scheme could be improved or expanded and is there scope to do this?
7. Do you have any additional comments regarding MECS/GRRS?