

## Collaborative Working Meetings with Optometrists

Following agreement with Welsh Government around Collaborative Working arrangements, you may wish to meet with your local optometrist to discuss the Common Ailment Service and Smoking Cessation Services that you provide at the pharmacy. Please see below for some points to help your discussions:

- Speak to local optometrists and their triage teams about the conditions you can treat through the Common Ailments Service (CAS) and the scope of the service.
- You may wish to take with you the CAS Quick Reference Guide and CAS Formulary Summary showing which conditions can be treated through the service, paying particular attention to conjunctivitis, hay-fever and dry eyes. These documents can be found through the following link: [http://www.cpwales.org.uk/Services-and-commissioning/Choose-Pharmacy-Services/Common-Ailments-Service-\(1\)/Communication-to-GP-practices-about-CAS.aspx](http://www.cpwales.org.uk/Services-and-commissioning/Choose-Pharmacy-Services/Common-Ailments-Service-(1)/Communication-to-GP-practices-about-CAS.aspx)
- In order to treat dry eyes through CAS, it must first be diagnosed by an optometrist and an appropriate treatment advised by them. A patient presenting for undiagnosed dry eye in the pharmacy can be referred to an optician via the Eye Health Examination Wales service (EHEW) (also known as the Welsh Eye Care Scheme) to obtain a diagnosis, and then back to the pharmacy to receive treatment via CAS.
- If a patient has been previously diagnosed with dry eye by their optician, it is not necessary to refer them to their optometrist; they may be treated without delay through CAS. Previously diagnosed chronic dry eye cannot be treated through EHEW.
- You may wish to discuss the best method for referring patients between the two services with your local optician. This is to ensure that suitable patients are referred, and to minimise the number of inappropriate referrals. It may also be good practice to establish a clear referral name whereby patients are asked to present e.g. For the 'Common Ailments Service.' Referral forms are also available in Appendix 1 of the following: [http://www.cpwales.org.uk/getattachment/Services-and-commissioning/Choose-Pharmacy-Services/Common-Ailments-Service-\(1\)/CAS-information-for-pharmacy-staff.pdf.aspx?lang=en-GB](http://www.cpwales.org.uk/getattachment/Services-and-commissioning/Choose-Pharmacy-Services/Common-Ailments-Service-(1)/CAS-information-for-pharmacy-staff.pdf.aspx?lang=en-GB)
- To ensure that one optical practice is not overwhelmed with patients (or excluded), patient's choice should be encouraged. Patients can be directed to the following website to determine which opticians are able to provide EHEW: <http://www.eyecare.wales.nhs.uk/eye-health-examination-wales>
- Patients can also use the "Choose Well" app to allow them to pick out their local practice providing EHEW.

- Pharmacy staff can undertake training which is aimed at staff working in sectors which may come across patients requiring eye care advice. The aim of the training package is to raise awareness of the eye care available in the primary sector. This is available via: <http://www.gpone.wales.nhs.uk/news/39608/>
- Optometrists are utilizing contact with patients during regular sight tests to begin conversations about general lifestyle. They work closely with other healthcare providers in the community to be proactive in triaging patients to other services. A good example of this would be referring smokers to the community pharmacy Smoking Cessation service.
- If your pharmacy provides the Level 3 Smoking Cessation service, you may wish to make your local optician aware of this. It would be useful to explain how the service works and how they can refer patients to it.