



TPG Eye Care

Providing an innovative and extensive community ophthalmology service since 2006

TPG Eye Care is a part of The Practice Group, a leading provider of primary care to the NHS, providing a range of NHS services including GP surgeries and community-based healthcare services throughout England. TPG Eye Care is the largest provider of consultant-led community-based Ophthalmology to the NHS in England, delivering services for over 10 years with a total population of over 5.5 million people.

Introducing our Eye Care Services

We have extensive experience in the transformation and re-design of ophthalmic services, working in tandem with commissioners and hospitals, taking a consultative approach ensuring a robust and efficient service model is designed and implemented to meet all patient needs and requirements.

Our overall clinical approach to delivering Community Ophthalmology Services is to provide a safe, high-quality service underpinned by robust governance and staffing structures where patients receive improved healthcare outcomes through highly accessible clinics. Our services act as a 'gatekeeper' for ophthalmic pathways across CCGs; ensuring that patients receive the right care, by the right clinician, first time around.



Key Service Facts

- ✓ 96% patient satisfaction
- ✓ Less than 4 weeks wait for an appointment
- ✓ 7% DNA rate - significantly lower than most hospital averages
- ✓ Follow-up rate of 1:1.1 lower than the national average of 1:2.5

Commissioner Testimonial

“NHS Ealing has been extremely impressed with the professional, quality focused and patient centred Community Ophthalmology service provided by The Practice Group following their successful bid in a competitive tendering exercise. In particular, the smooth mobilisation process led by their Business Manager, and the responsive and proactive approach to responding to any issues raised in an ongoing effort to improve the quality of their service have stood out to the commissioner as particular areas of strength. We would highly recommend The Practice Group to any organisation looking to commission a Community-based Ophthalmology Service.”

Case Study - a large CCG based in the north of England

A CCG engaged with us because they were experiencing significant challenges with capacity into the existing hospital-based service.

The CCG identified TPG Eye Care as an organisation who could help scope, define and re-design ophthalmology within a community setting.

A pilot was mobilised and launched within five months of the first contact with the CCG.

Within three months of mobilisation the service was running at full capacity, allowing for the on-going development of further ophthalmic services within the community. Within a year of the community service being in place the local acute hospital, who were previously breaching their RTT targets were continually meeting targets, incurring no further breaches and penalties.

Inclusion Criteria

Eyelids, orbit

Blepharitis
Allergies Eczema
Dry Eyes
Epiphora
Meibomian gland dysfunction

Conjunctiva, sclera

Inflammation
Pinguecula
Pterygium
Episcleritis, scleritis

Cornea

Abrasion
Recurrent erosion syndrome
Dry eye
Keratitis
Endothelial abnormality
Dystrophy

Vitreous

Flashes and floaters
Posterior vitreous detachment
Opacities

Retina

Pigmented abnormalities
Dry AMD
Vein occlusion
Retinal break
Disc abnormality
Macular hole
Retinoblastoma
Epiretinal membrane

Exclusion Criteria

Emergencies requiring immediate attention (< 48hours) or out of hours urgent referrals should be referred directly to A&E or an appropriate urgent eye service. The following conditions should be referred to the

Hospital Eye Service:

- Hospital-based day case surgery
- 2WWs

Iris

Pupil abnormalities
Iris Abnormalities

Glaucoma

Raised IOP
Visual field loss
Cupped disc
Narrow angle
Pigment dispersion syndrome
Pseudo exfoliation

Anterior Chamber

Anterior uveitis
Shallow anterior chamber

Diabetic Retinal Screening

Investigations

Tonometry
Pachymetry
Visual Fields Testing
Heidelberg Retinal Tomography
Gonioscopy
Topography

Minor Operations

Chalazion/ Meibomian Cyst
Skin lesion removal
Entropion and Ectropion
Insertion of punctal plugs
Punctal dilating procedures
Lacrimal syringing

Surgical procedures

Phacoemulsification Cataract
Surgery

Patient Testimonials



“Excellent service from the moment I arrived. The consultation was friendly, courteous and top class. Well done The Practice.”

“I took my mum to the appointment. She is 90, nearly blind and has vascular dementia and Mr Smail was super. Booking and admin very efficient too. Thank you!”

“Dr Jacobs and his team were tremendous, absolutely 1st class - Very caring and very very helpful.”

“Very impressed with every aspect.”

“The Dr was excellent - Kind, efficient, explained everything carefully and was seen very quickly.”

“1st class service from Patricio what a lovely engaging man gave me the information I had not been given before. A credit to your business.”

“100% from start to finish!!! Many thanks to clinician and all the staff”