

Non-clinical support for WGOS 4 patients

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Wales Vision Forum



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WGOS4 clinical manual

- WVF inserted wording throughout clinical manual:
“[The Optometrist] will actively seek to support a patient through the provision, signposting and/or referral to sources of trusted information and support, as part of a consultation. Local guidelines will be published by Wales Council of the Blind. Written information should be provided in the patient’s preferred accessible format.”



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WGOS4 guidance

Optometrists ask:

- “Would you like more information about your eye condition and how to manage it / information to help you prepare for your hospital eye appointment?”
- Would you like information on practical support?
- Glaucoma patients: Would you support on how best to take your eye drops?
- Would you like to talk to someone about how you are feeling about your eye condition?



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WGOS 4 guidance

- **Supported by:**
 - Chief Optometric Advisor
 - GOS Clinical Leads
 - Optometry Wales
 - Wales Vision Forum



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- Signposting to new WalesVisionForum.org.uk site
- Access to people who are expert in
 - understanding the impact of a sight condition,
 - living with a sight condition, and
 - remaining independent.
- New support offer for eye drops – Glaucoma UK mix of digital and online support, and additional training for regional sight loss organisations.



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Wales Vision Forum

Wales Vision Forum is an informal group comprising regional and local sight loss charities, working collaboratively to deliver projects that require a consensual approach to their design.

The WVF website was commissioned by the Forum as a portal to the key services that people who are at risk of sight loss, or who have lost some or all of their sight, might find valuable – signposting into information, advice, and practical and emotional support.



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[About](#)[Wales Eye Care Support Pathway](#) ▾[Welsh General Ophthalmic Services \(WGOS\)](#) ▾[Other Support](#) ▾

Early diagnosis and check-ups (Referral refinement/monitoring (WGOS 4))

WGOS 4 is a service where patients who would normally be sent to the Hospital Eye Service (HES) attend specialist primary care optometry practices for detailed assessment, as part of a planned referral or monitoring pathway.

WGOS 4 Overview

In Wales, you can be referred to a high street optometrist (with advanced qualifications) to investigate early signs of problems with your eyes. WGOS 4 is a service where - instead of being sent to the Hospital Eye Service - you attend a high street optometry practice for a detailed assessment of your vision. If ongoing care is needed, this optometrist can provide this or make the necessary referrals. One of the aims of WGOS 4 is to provide support closer to home, more quickly, and to reduce pressure on hospitals.

This isn't a service that you can book yourself – you'll only be offered it if you're suspected of having one of the conditions that's currently covered. Your optometrist can refer you to a specialist optometrist to determine if you can be cared for in a high street practice or need to be sent to see a hospital consultant.

The specialist optometrist can thereby monitor patients who would otherwise be under hospital care. They can also monitor patients discharged from hospital care. They are able quickly to refer people back into hospital if they detect anything that needs to be checked by a consultant.

Key Points of WGOS 4

- Filtering – Highly qualified optometrists in glaucoma and medical retina can take referrals from other optometrists to work out which of them can be cared for in primary care when appropriate and who needs to see a hospital consultant.
- Monitoring – Qualified optometrists can monitor patients who might otherwise be under hospital care. This could be patients discharged from hospital care or monitored after filtering under WGOS 4, or patients taking hydroxychloroquine (HCQ) medication. They are able quickly to refer people back into hospital if they detect anything that needs to be checked by a consultant.



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Wales Vision Forum website

The content is curated by WVF members from trustworthy sources, and is maintained by Wales Council of the Blind via their online database that powers the Perspectif portal, and can be regarded as a shop window into a fuller list given by Perspectif.

The structure is based on the stages outlined in RNIB's Eye Care Support Pathway: community optometry; hospital eye clinic; local authority vision rehabilitation services; and the third sector.



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There is a section for the WGOS services, produced with support from the GOS(W) Clinical Leads, that includes links to the listed services on Perspectif.

This means optometrists and patients have access to their nearest WGOS 3 practitioners, for instance – the site has included a section on mobile services, which would be of particular use by optometrists and dispensing opticians needing to identify available domiciliary services for a patient.



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Finally, an “Other Support” section includes useful third sector providers, information on specialist services for children and young people, falls awareness and prevention, and loneliness and social isolation.

This combination of static information on the WVF site with reviewed and updated information on WCB's Perspectif database provides a robust source of materials to signpost patients to.



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