

BRIEFING PAPER NO. 01 – SUFFOLK AND NORTH EAST ESSEX (SNEE) DIABETIC EYE SCREENING PROGRAMME (DESP)

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NEW NAME

InHealth Intelligence currently run diabetic eye screening in the Suffolk and North East Essex areas under our existing Essex and East Anglia Diabetic Eye Screening Programmes. These DESPs will cease on 31st March 2024 and the new Suffolk and North East Essex DESP will commence on 1st April 2024.

This will be a smooth transition and there will be no disruption to the service we provide and the only differences for patients will be the new name, contact details and website address. Details of these will be on the patient appointment letters we send.

We will continue to use 'fixed appointments' for Diabetic Eye Screening. This means that patients will be sent a date and time for their appointment. If their invitation is convenient, they do not need to contact us and can attend their appointment. If the date, time or venue is not suitable, they can contact us to change

their appointment. If a patient requires additional support or reasonable adjustments to facilitate attendance, we will accommodate this.

We have enclosed a poster for displaying on your practice noticeboard, website or social media.

PATIENT CONTACT

If patients have any questions about their appointment or screening in general, they can telephone the main Booking Office, (Monday to Friday 8:00am – 8:00pm, Saturday 8:00am - 12noon) or e-mail us.

Patients with any questions about their screening results can contact the Failsafe Team Monday to Friday 9:00am – 5:00pm.

Booking Office number: 01473 954800

Failsafe number: 01473 954825

Email: Enquiries.sneedesp@nhs.net

GP2DRS AND ELECTRONIC PATIENT RESULTS FROM SCREENING

Patients coded with diabetes who are eligible for screening, will continue to transfer to us via 'GP2DRS'. You do not need to do anything; the change will happen automatically.

GP Practice Requirements – Spectra Actions and Result Reports – Shutdown Timeline

There will be a short period of shutdown while we carry out work on our Spectra software to facilitate these changes. This will be between Monday 25th March until Tuesday 2nd April. You will be unable to access Spectra during this period. We will confirm with you once the new system is up and running.

The last date you will be able to log on to Spectra and complete your practice actions and download letters will be Friday 22nd March.

Fortnightly Email Notifications

The fortnightly email will continue following the period of shutdown. These are generated to inform Practice's nominated users of the numbers of outstanding actions.

Additional Spectra Users

The Spectra New User and Training form is at the end of this briefing paper so if you need any additional users, please return this form to the Customer Operations team via email supportdesk@health-intelligence.com as soon as possible.

Customer Operations team: 01270 527373

Customer Operations Service desk: supportdesk@health-intelligence.com

**Diabetic Eye Screening Programme (DESP)
New User Set Up & Training Request Form**

Integrated Care Board (ICB)				
Practice Name				
Practice Code				
Suitable Dates & Times for Training (Training will take approx. 40 mins)				
Name	Telephone Number (Direct No. if available)	NHS Email address (Personal NHS email addresses only)	Job Title	Spectra PM Login Name INTERNAL USE ONLY

Please return the form via email to the Customer Operations Service Desk: supportdesk@health-intelligence.com

Once this information is received, you will be contacted by a member of the Customer Operations Team who will confirm the training session and provide Spectra PM Login Name details.