

SAFE: Quality Indicators for Commissioning

Indicator	Reference	Y	N	Domain
1. Has an Eye Health Needs Assessment and implementation plan been completed?	CCEHC Frameworks ^{1,2,3}			Process of commissioning
2. Has mapping of existing pathways and services taken place across the service systems?	CCEHC Frameworks ^{1,2,3}			Process of commissioning
3. Are all local stakeholders involved in developing and improving the service system through the NHS England Local Eye Health Network or equivalent?	CCEHC Frameworks ^{1,2,3}			Process of commissioning
4. Do the service specifications include requirements for training, accreditation and CPD for Provider staff?	CCEHC Frameworks ^{1,2,3}			Assurance of necessary competencies
5. Are evidence-based protocols in place across the whole range of pathways in the service system?	CCEHC Frameworks ^{1,2,3}			Clinical effectiveness, safety and risk
6. Do the service specifications include requirements for named leads with defined responsibilities for: (i) clinical governance (ii) failsafe arrangements across the pathways of care within a service system (includes all providers of primary, community and hospital eye services and commissioners)?	CCEHC Frameworks ^{1,2,3}			Governance
7. Are the Portfolio of Indicators for Eye Health and Care ⁴ included in service specification e.g. applied through audit requirements?				Quality review and monitoring of commissioned services
8. Is there a quality improvement process across the service system for: (i) reviewing and reporting of audits? (ii) Patient feedback?	CCEHC Frameworks ^{1,2,3}			Quality review and monitoring of commissioned services Governance

The indicators included here are readily defined and recognised by all parties to ensure consistency of interpretation and accuracy of reporting. They serve to provide a checklist for quality assurance of the commissioning process.

GLOSSARY

SAFE - Systems and Assurance Framework for Eye-health. This provides the core constructs and technical tools for the planning, provision and commissioning of eye health and care service systems.

Service System – includes the range of pathways of care delivering services that may involve multiple providers and settings, to address the needs of a defined patient population or condition.

Portfolio of Indicators for Eye Health and Care - This presents key evidence-based indicators to monitor quality and outcomes from eye health and care services. It includes the metrics for SAFE. They are measurable, reportable, and make better use of existing sources and reporting requirements.

REFERENCES

1. Primary Eye Care Framework (CCEHC 2018). www.ccehc.org.uk
2. Community Ophthalmology Framework (CCEHC 2018). www.ccehc.org.uk
3. Low Vision Habilitation Rehabilitation Services Framework (CCEHC 2018). www.ccehc.org.uk
4. Portfolio of Indicators for Eye Health and Care 2018. www.ccehc.org.uk