

WALES GENERAL OPHTHALMIC SERVICES (WGOS)

WGOS 4 & 5 DNA Protocol

APPOINTMENTS FOR PATIENTS IN WGOS 4 & 5

VERSION 1

IMPLEMENTATION DATE: 01 DECEMBER 2025

This outlines the standard operating procedure for patients who fail to attend appointments

It is not a replacement for professional judgment or responsibility.

Useful links:

For most up-to-date version of this WGOS Clinical Manual	www.eyecare.wales.nhs.uk
How to register to provide WGOS	www.eyecare.wales.nhs.uk
Training, courses, and assessments queries	heiw.optometry@wales.nhs.uk
Payment and registration enquiries	nwssp-primarycareservices@wales.nhs.uk
Questions relating to WGOS	GOSWClinical.Lead@wales.nhs.uk
WGOS Legislative Directions	https://www.gov.wales/sites/default/files/pub4-03/the-national-health-service-wales-eye-care-wales-no2-directions-2024.pdf

Warning:

This may not be the latest version if you downloaded or printed the document.

Please check and refresh www.eyecare.wales.nhs.uk for the current version.

1. WGOS 4 & 5 Service Information	3
2. Patients that do not attend (DNA) and/or fail to attend (FTA).....	4
Patients who DNA	4
Patients who FTA.....	4
Record Keeping	5
Language and Accessibility	5
3. Contacting patients for appointments in WGOS 4 & 5	6
Patient from referrals, deflections, discharges or Transfers of Care	6
Patients for subsequent monitoring or follow-up Patient	6
Patients who DNA a Booked Appointment	7

1. WGOS 4 & 5 Service Information



WGOS 4 is a service where patients who would previously have been referred to/or managed in the Hospital Eye Service (HES) instead remain in primary care for further enhanced assessment as part of an agreed referral refinement or monitoring pathway.

WGOS 5 is a service for advanced referral refinement/management in primary care optometry with an expectation of increased levels of management, treatment and prevention in primary eye care and a reduction of referrals to ophthalmology. It is intended to provide an eye casualty service in primary care for patients who require acute eye care only.

- 1.1. WGOS 4 & 5 utilise Primary Care Optometry to reduce historical hospital demand by managing presentations of higher clinical risk.
- 1.2. The overall aim of the WGOS 4 and 5 clinical pathways is in line with “A Healthier Wales” improving access for patients’ eye care and managing more patients closer to home, ensuring patients stay healthy and independent. The target is to reduce the number of referrals into the Hospital Eye Service (HES) by 1/3 (approximately 30,000 per annum) and to increase capacity in hospital eye departments by freeing up 35,000 follow up appointments through monitoring, management, and treatment in primary care. These figures will be monitored by Health Boards.
- 1.3. The delivery of WGOS 4 & 5 is underpinned by [Legislative Directions](#). These allow WGOS 4 to be delivered by an Optometrist registered with the General Optical Council or an ophthalmic medical practitioner registered with the General Medical Council. For brevity this Manual will refer to “Optometrists with higher qualifications” though this can also apply to Ophthalmic Medical Practitioners registered with the General Medical Council with fellowship in Ophthalmology from the Royal College of Ophthalmologists (FRCOphth) and at least two years of ophthalmic appointments in an approved NHS hospital.
- 1.4. WGOS 4 and WGOS 5 are described in their [service manual\(s\)](#).
- 1.5. The WGOS 4 and/or WGOS 5 Contractor will take responsibility for the management of appointments for accepted referrals, deflections, discharges or transfers of care including:
 - arranging appointments in a clinically appropriate timescale;
 - contacting patients who do not attend; and
 - informing the referring Optometrist and GP, in line with this WGOS 4 & 5 DNA protocol.

2. Patients that do not attend (DNA) and/or fail to attend (FTA)

PATIENTS WHO DNA

- 2.1. Patients sometimes forget about an appointment until after the event. These patients are usually apologetic, contact the practice to rebook and receive their episode of care in a subsequent appointment.
- 2.2. Contractors should contact a patient who DNAs (by telephone, message, email or letter):
- informing that they have missed an appointment;
 - asking them to rebook;
 - encouraging them to call to cancel or discuss circumstances if they cannot attend a future appointment;
 - explaining to them of the importance to their eye health of attending; and
 - reminding them that they may be discharged from WGOS if they DNA the rebooked appointment.

PATIENTS WHO FTA

- 2.3. When a patient DNAs a rebooked appointment a contractor may consider them as a patient that FTAs.
- 2.4. When a patient does not respond to attempts to contact them to arrange an appointment and, when the contractor considers reasonable efforts have been made within a clinically appropriate timeframe, the contractor may consider them as a patient that FTAs.
- 2.5. Contractors should contact a patient who FTAs (by letter):
- explaining to them of the importance to their eye health of attending;
 - giving them 14 days from the date of the letter to contact the contractor to arrange an appointment;
 - telling them that if they do not contact the contractor within this time, they will be discharged from the WGOS 4 or 5 service and:
 - letters will be sent to their GP and referring optometrist;
 - they may not be readmitted to the WGOS 4 or 5 service unless re-referred.
 - the contractor will consider personal circumstances, e.g. illness, even after 14 days.
 - giving them instructions to contact their local optometrist or NHS 111 Wales straight away if they experience any sudden changes to their eye(s) or vision.
- 2.6. Contractors may, according to their discretion and clinical judgement, readmit a patient who has failed to attend to WGOS 4 or 5 without requiring re-referral.

RECORD KEEPING

- 2.7. Contractors must record “did not attend” (DNA) on the records of:
- patients who do not attend an appointment; and
 - patients who cancel an appointment without giving enough notice for it to be repurposed.
- 2.8. Contractors must record “failed to attend” (FTA) and document all communications with the patient regarding appointments on the records of:
- patients who frequently DNA, when the contractor considers there to be a pattern of missed appointments; and
 - patients who do not respond to attempts to contact them to arrange an appointment, when the contractor considers reasonable efforts have been made within a clinically appropriate timeframe.
- 2.9. Contractors are required to submit, to the Health Board, monthly total numbers of instances where patients did not and/or failed to attend their appointments, to inform service evaluation.
- 2.10. Records will be subject to normal inspections for the purposes of clinical audit and assurance by NHS Wales Shared Services Partnership, HEIW, and the relevant Health Board.

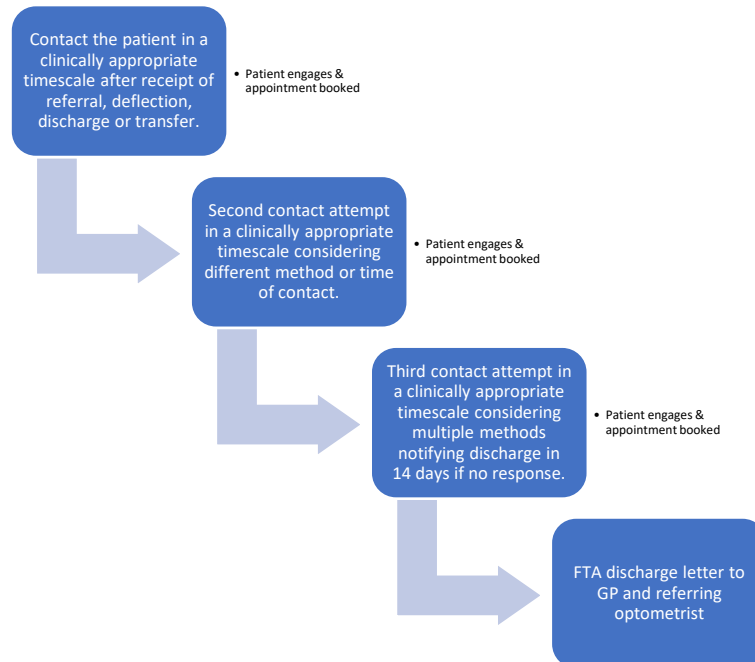
LANGUAGE AND ACCESSIBILITY

- 2.11. Contractors must ensure that their own DNA and FTA policies are in line with this protocol for WGOS 4 & 5 and that all team members are aware of and adhere to them.
- 2.12. Contractors must adhere to Welsh language and accessibility regulations in all communications with patients, including telephone, messages, emails and letters
- 2.13. Contractors must display key information, relevant to patients, from their policies and/or this protocol for WGOS 4 & 5 in the reception area or other space where patients can view it, e.g. website, in line with Welsh language and accessibility standards.
- 2.14. Health Boards may agree with the Regional Optometric Committee, wording in English and in Welsh, for use by contractors in appointment, DNA and FTA communications for WGOS 4 & 5.

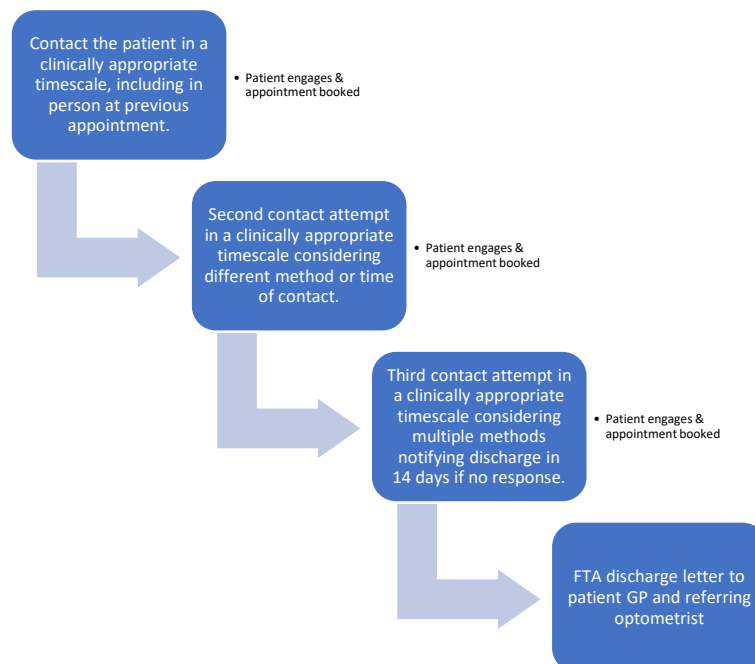
3. Contacting patients for appointments in WGOS 4 & 5

- 3.1. Contractors must attempt to contact patients for appointments in WGOS 4 & 5 in line with the flow diagrams below.

PATIENT FROM REFERRALS, DEFLECTIONS, DISCHARGES OR TRANSFERS OF CARE



PATIENTS FOR SUBSEQUENT MONITORING OR FOLLOW-UP PATIENT



PATIENTS WHO DNA A BOOKED APPOINTMENT

