SUPPORT WORKFORCE

Orthoptic Clinical Assistants Managers Forum and Q&A

27/11/2005

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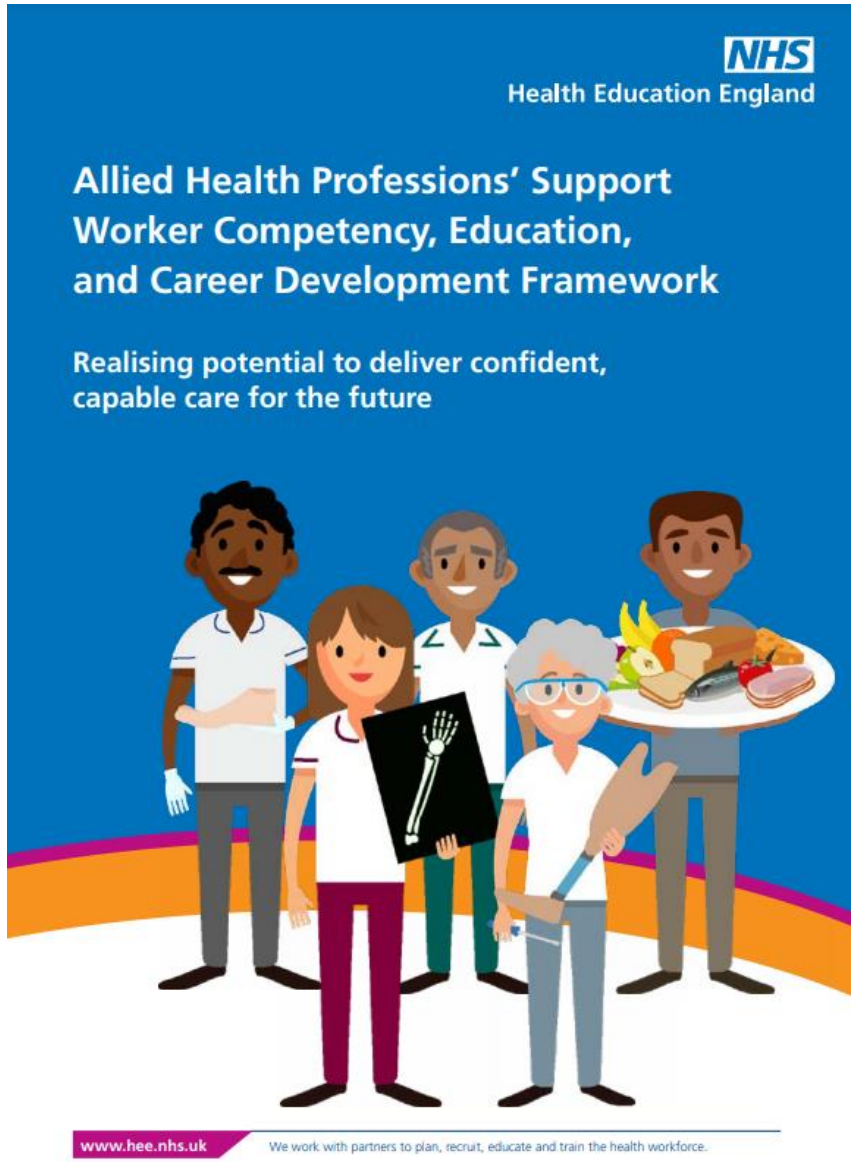
Agenda:

-Background
-Scoping results
- Resources
- Hear from current Managers
- Questions

Background



Our vision is for all orthoptic staff wherever they work to feel valued, integrated into teams, able to work fully to their potential; with access to lifelong learning including relevant formal qualifications.

We wish employment in the clinical support workforce to be seen as a career that is valued and valuable. Moreover, whether staff wish to pursue their careers in the clinical support workforce or progress onto registered grades we want to ensure they have rewarding careers and are clear how they can develop, accessing the support they need.

The support workforce is an integral part of the orthoptic clinical team.

Workforce survey:

48.2% respondents have support Workers in Team

Scoping survey:

Departments who currently employ OCAs:

Clinical Tasks
Non-Clinical tasks
Clinics involve with
Benefits

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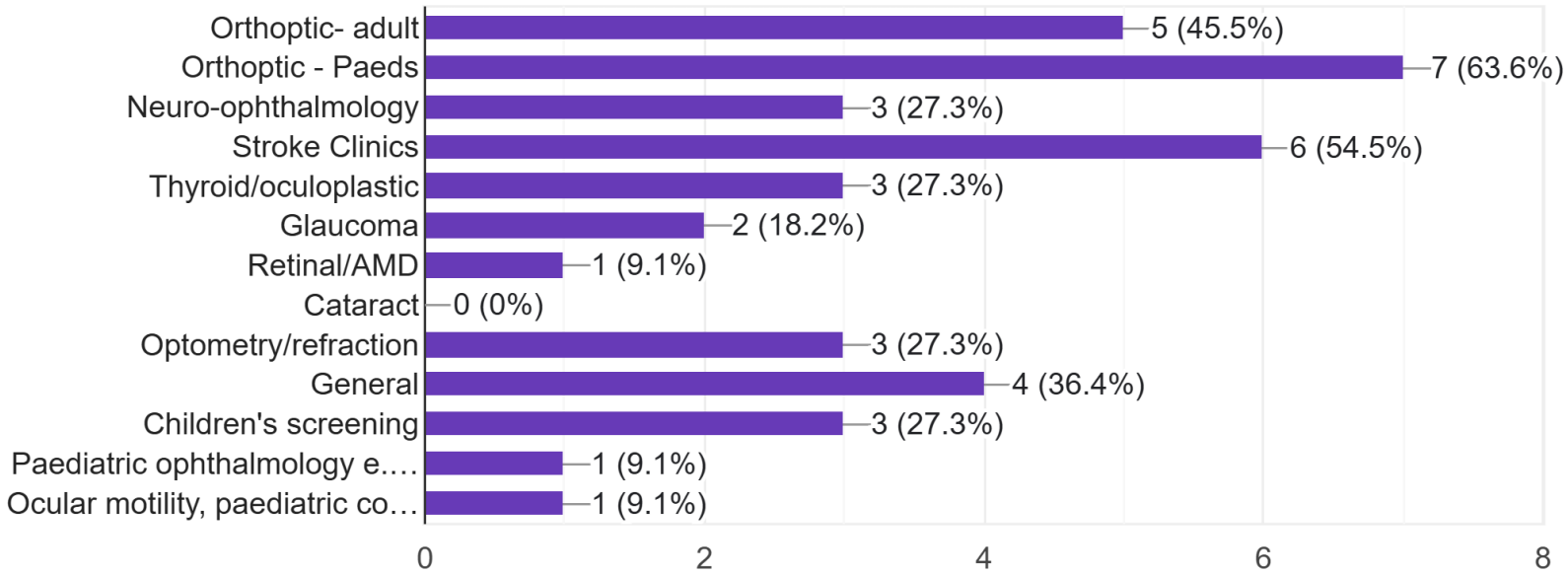
4. What type of clinics are they involved in?

11 responses



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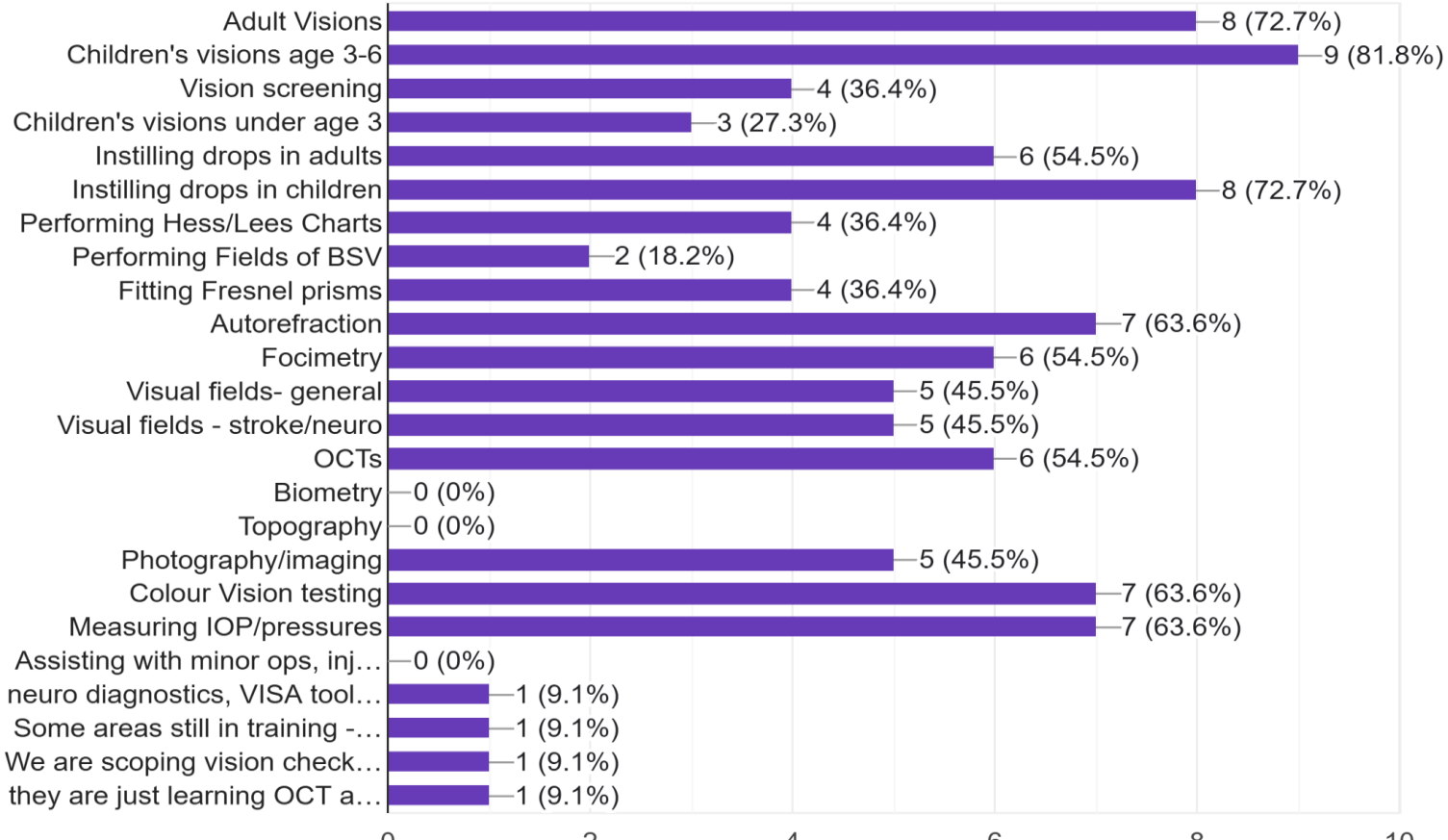
2. What clinical tasks do they undertake (or will they be doing if still in training period)?

11 responses



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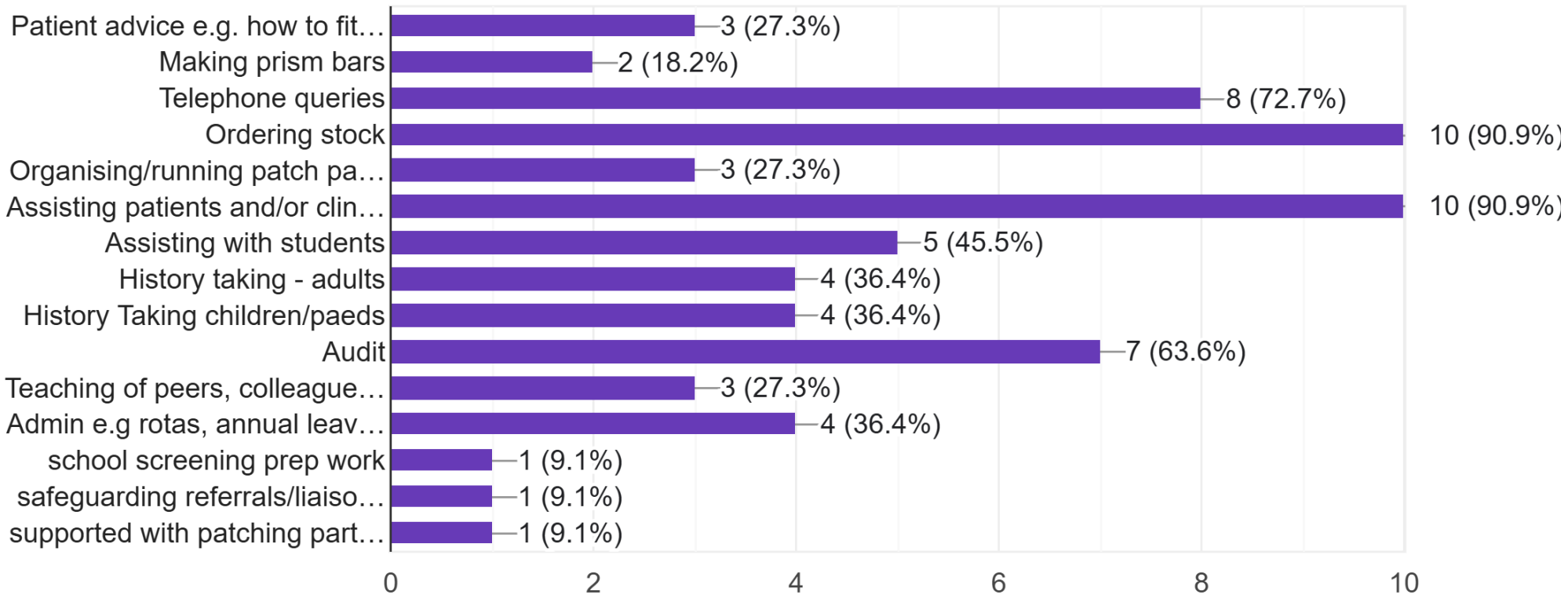
3. What non-clinical tasks do they undertake

11 responses



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Task Category	Before (Orthoptists do all)	After (Delegated to Orthoptic SW/OCAs)	Impact
Vision Reviews	Orthoptist does all vision checks and patching advice	Support workers handle routine vision reviews & patching advice under protocol	Orthoptist time freed up for complex cases
Squint Measurements	Orthoptist measures squints every visit	Orthoptist measures squints every 2nd visit; support workers see patients in between	Reduced orthoptist workload
Basic Tests (Hess Charts, BSV Fields)	Orthoptist performs all tests	Support workers perform routine tests	More efficient clinic flow
Visual Field Tests (Stroke/Neuro)	Orthoptist conducts all	Support workers perform standard visual fields	Orthoptist focus on interpretation & complex cases
Eye Drop Administration	Orthoptist or nurse	Support workers administer drops	Streamlined clinical workflow
Patient Education (Prism care, Drops)	Orthoptist or nurse	Support workers provide explanations and support	Better patient engagement, frees orthoptists
Admin Tasks (Stock, Ordering, Rotas)	Orthoptist or admin staff	Support workers manage routine admin	Orthoptists focus on clinical care
Supporting Students & Juniors	Orthoptist mentors all	Support workers assist with student support	Enhanced staff development

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hcpc health & care professions council

Check the Register | About us | Standards | Concerns | Reg

Home - COVID-19 hub - Advice - Applying our standards - Supervision and delegation

Supervision and delegation

This information aims to support registrants in understanding how to apply the following Standards of conduct, performance and ethics during the COVID-19 pandemic.

4.1 You must only delegate work to someone who has the knowledge, skills and experience needed to carry it out safely and effectively.

4.2 You must continue to provide appropriate supervision and support to those you delegate work to.

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5. What have the benefits been to your department of introducing support workers into your team?

11 responses

Questions/Thoughts

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Resources

BIOS
British and Irish Orthoptic Society

Managers Guide to the Support Workforce Hub

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For managers

Information and resources for those managing Orthoptic Clinical Assistants.

Read more →

BIOS British and Irish Orthoptic Society

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What is Orthoptics? | Careers | Professional & Clinical | Union | News & Events | About BIOS | Members

Home / Professional & Clinical / Orthoptic support workforce hub / For managers

For managers

Information for managers of Orthoptic Clinical Assistants

Below you will find information and resources for managers of departments or services employing orthoptic clinical assistants.

- BIOS Roles and Responsibilities Guidance
- A guide to effective Orthoptic Clinical Support Workforce planning
- Orthoptic Clinical Support Workforce Mapping Toolkit
- HEE AHP Support Worker Competency, Education and Career Development Framework
- HEE AHP support workforce resources

- BIOS Local Recruitment Pathways for Orthoptic Clinical Assistants

Spotlight on Success: Nicola Turner, Royal Gwent Hospital

Hear from Nicola Turner, Head of Orthoptic Department at the Royal Gwent Hospital, as she shares how introducing orthoptic support workers has transformed her service. In this video interview, Nicola discusses how the team implemented support roles, the positive impact on patient care and service delivery, and the benefits for the wider orthoptic workforce.

- Orthoptic support wo
- Roles & responsibilities
- FAQ
- Case studies
- Learning & development →
- Union →
- For managers →
- News & updates →

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Information and resources for those managing Orthoptic Clinical Assistants.

Read more →

Competency Checklists

These are template competency checklists for mentors to build their assessments around. They are modelled on the checklist style used for the Ophthalmic Practitioner Training (OPT) – one page for ease and efficiency. The aim is for these competency checklists to be used as part of the wider governance structure when delegating tasks and supervising our support workforce. However, local teaching and education are essential to accompany these. The chosen topics were the top 9 or 10 tasks that a previous survey found Orthoptic and Ophthalmic Support Staff were undertaking most commonly.

- Assessing Visual Acuity
- Assessing Visual Fields
- Performing OCTS and/or Obtaining Fundus Images
- Lensmeter use with Glasses/Spectacles
- Measuring IOP
- Biometry Assessment (non-contact)
- Taking an Adult Patient History
- Instilling Eye Drops

Member resources

To access the following content, you need to have an active membership with AHOS.

You can find more general information for heads and leads of service on our LOOP page

Job descriptions and person specifications:

Examples:

- Band 3 Orthoptic Assistant
- Band 3 Field Technician
- Band 4 Glaucoma Assistant
- Band 5 Ophthalmic Technician Supervisor

Templates:

- Band 3 – Job description / Person specification
- Band 4 – Job description / Person specification
- Band 5 – Job description / Person specification

National job profiles:

- Generic Therapy
- Generic Healthcare Science

NHS Electronic Staff Record (ESR) – Coding

Ref	Job Type	NHS Recommended Job Title	Examples of Locally Developed Job Titles	National Occupation Type	Band	Staff Coding	1st Character	Notes
1	Admin	Orthoptic Clerk	Orthoptic Clerk	Clerical & administration in [illegible]	2	620	G	1

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Support workforce hub

A vision for our support workforce

Our vision is for all orthoptic staff, wherever they work, to feel valued, integrated into teams, and able to work fully to their potential, with access to lifelong learning, including relevant formal qualifications. We wish employment in the clinical support workforce to be seen as a career that is valued and valuable. Moreover, whether staff wish to pursue their careers in the clinical support workforce or progress onto registered grades, we want to ensure they have rewarding careers and are clear about how they can develop, accessing the support they need.

The support workforce is an integral part of the orthoptic clinical team.

Read our full vision statement +

The orthoptic support workforce covers people working under a range of titles, such as Orthoptic Clinical Assistants (OCAs) and Orthoptic Support Workers.

Our online hub centralises all the key information and resources for the entire orthoptic support team, including managers, making it easy to access everything you need in one convenient place.

Roles & Responsibilities

The typical roles and responsibilities of clinical assistants at each level of practice.

Read more →

FAQ

Answers to the most commonly asked questions about our support workforce.

Read more →

Case Studies

Case studies from orthoptic Clinical Assistants.

Read more →

Learning & Development

Access our resources to support you and develop your career.

Newsletters & Updates

Explore the latest Support in Sight newsletters and signs for the Support

For managers

Information and resources for those managing Orthoptic Clinical Assistants

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FAQs

Orthoptist Support Workforce

Quotes

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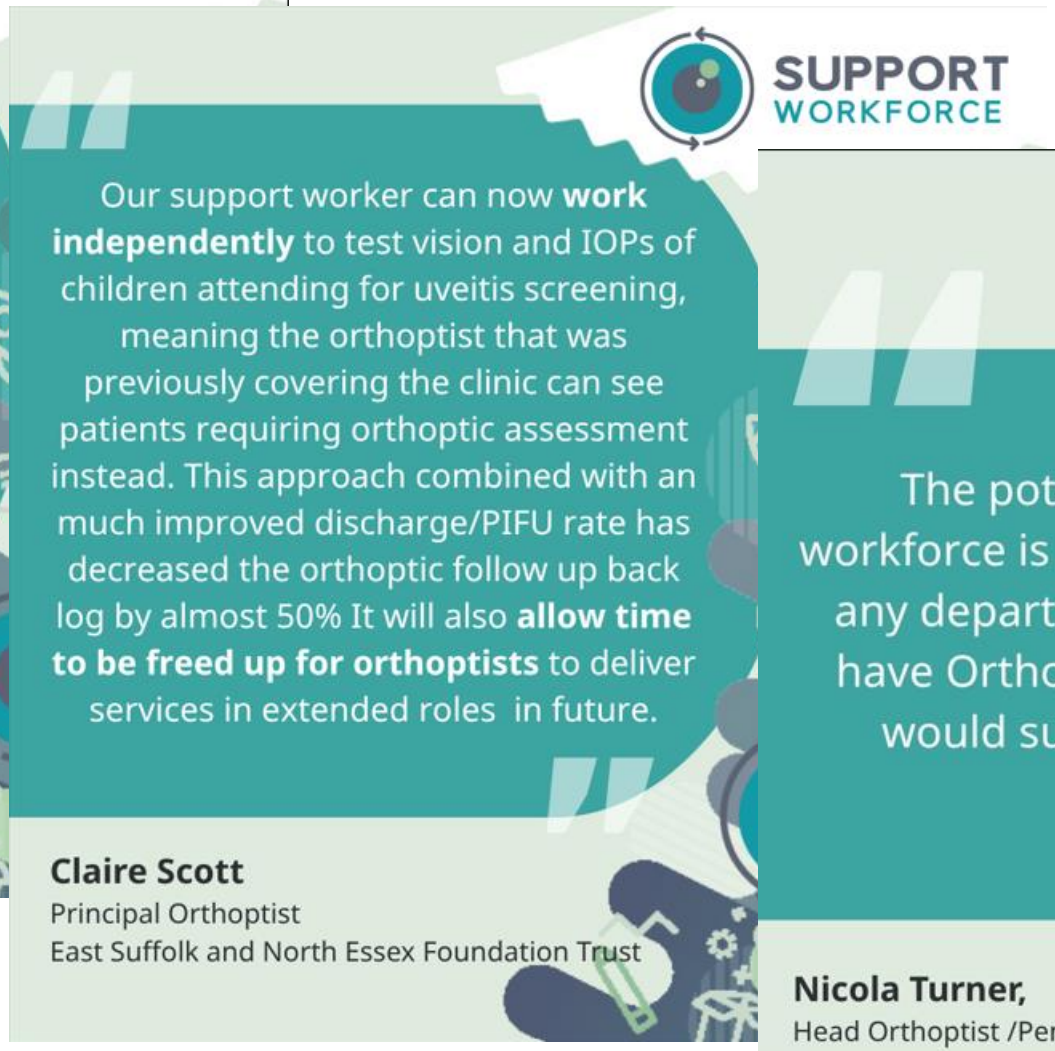
Orthoptic Support Workers (OSWs) in our Trust ... go above and beyond, they care for the children and their vision and work extremely closely with schools and clinicians. Our team have won national awards for upskilling, evidencing how broad the scope of practice can be for OSW's. They are the foundation of a successful eye service and we feel lucky to have such an amazing team.
Aisha Raja
Orthoptic Team Leader
Bedfordshire Community Eye Service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Our support worker can now **work independently** to test vision and IOPs of children attending for uveitis screening, meaning the orthoptist that was previously covering the clinic can see patients requiring orthoptic assessment instead. This approach combined with an much improved discharge/PIFU rate has decreased the orthoptic follow up back log by almost 50% It will also **allow time to be freed up for orthoptists** to deliver services in extended roles in future.
Claire Scott
Principal Orthoptist
East Suffolk and North Essex Foundation Trust

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The potential for this workforce is huge - if there are any departments that don't have Orthoptic assistants, I would suggest they do
Nicola Turner,
Head Orthoptist /Pennaeth Orthoptydd
Gwent Royal Gwent Hospital/ Ysbyty Royal

Thank You

S.elliott@orthoptics.org.uk

Orthoptic support workforce hub - BIOS

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