

**COVID-19**  
**Optometry Practices**  
**Business Continuity Plan**

**Optometry Contractor responsible for update, maintenance and implementation of this plan:**

Name: \_\_\_\_\_

GOC Number: \_\_\_\_\_ GOS Number: \_\_\_\_\_

Practice Number: \_\_\_\_\_

Address of Practice: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Contact Email Address: \_\_\_\_\_

Contact Mobile Number: \_\_\_\_\_

Please return completed Business Continuity Plan to: Ophthalmic Services  
HSCB Northern Office  
182 Galgorm Road  
Ballymena  
BT42 1QB

Alternatively email to: [ophthalmic.services@hscni.net](mailto:ophthalmic.services@hscni.net)

A copy of the Business Continuity Plan should be retained in the practice.

During a pandemic, Optometry practices should maintain a 'business as normal' approach to providing patient care for as long as is practicable.

The progression of a pandemic however has the potential to affect the provision of Optometry services in a number of different ways.

In order to maintain as much service as possible to the public the Health and Social Care Board are asking all optometry practices to complete and submit fully the following business continuity plan template.

This document should be completed in line with the guidance documents on COVID-19 from Department of Health and the Health and Social Care Board:

<http://www.hscbusiness.hscni.net/services/3120.htm>

As information can change on a regular basis, please refer to this website daily to keep up to date with latest guidance.

**Please complete the following FULLY**

**1 Practice Information**

- Number of optometrists normally working in the practice
- Number of dispensing opticians normally working in the practice:
- Number of Health Service patients normally seen per day in the practice (including Enhanced Service attendances) :

**2 Review of Professional Guidance**

- The practice has nominated a COVID-19 lead for in-practice co-ordination.

Yes  No

Please specify these arrangements:

- Communication will be issued to optometry practices through their HSCNI email accounts where they have one. (email is essential due to daily changes in guidance)

Are you accessing your HSCNI email daily?

(Password resets and email issues should be directed to BSO 028 9536 2400)

Yes  No  (Do not have one)



- Please provide an alternative email address you wish to be communicated via:

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- Communication from the HSCB and DoH is uploaded to the BSO COVID-19 Optometry webpage at: <http://www.hscbusiness.hscni.net/services/3120.htm>

The UK Government response is available at:

<https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response>

Public Health England advice for health professionals is available at:

<https://www.gov.uk/government/collections/wuhan-novel-coronavirus>

Public Health England guidance for primary care is available at:

<https://www.gov.uk/government/publications/wn-cov-guidance-for-primary-care>

General Optical Council COVID-19 latest information is available at:

[https://www.optical.org/en/news\\_publications/Publications/joint-statement-and-guidance-on-coronavirus-covid19.cfm](https://www.optical.org/en/news_publications/Publications/joint-statement-and-guidance-on-coronavirus-covid19.cfm)

The College of Optometrists COVID-19 latest information is available at:

<https://www.college-optometrists.org/the-college/media-hub/news-listing/coronavirus-2019-advice-for-optometrists.html>

Is the COVID-19 lead reviewing these webpages daily?

Yes  No

Is the relevant advice from the above being shared with all practice staff?

Yes  No

Is the relevant advice being implemented within the practice?

Yes  No

### 3 Patient Management

- Are information posters on display so that they can be seen prior to entering the practice?  
Available at <https://www.publichealth.hscni.net/publications/advice-covid-19-coronavirus>

Yes  No

- Have the practice answer machine, patient text alerts and other forms of patient communication been reviewed to include current COVID-19 advice?  
Examples available at <https://www.england.nhs.uk/publication/coronavirus-standard-operating-procedures-for-primary-care-settings/>

Yes  No

Are these updated when necessary?

Yes  No

- Are the following contact details available in the practice?
  - NHS 111 for asymptomatic patients

Yes  No

- In the event of the practice having to close, arrangements will need to be put in place for patients of that practice who are non-symptomatic regarding COVID-19 and who are experiencing an emergency which the practice may have seen via the NIPEARS enhanced service.

Is the practice aware of neighbouring practices that provide NIPEARS?

Yes  No

A List of practices providing NIPEARS can be found at:  
<http://www.hscbusiness.hscni.net/services/nipears.htm>

- The practice has put in place a plan as to how patients might be informed of special arrangements e.g. closure, arrangements for patients with symptoms

Please specify these arrangements:

- The practice has put in place a plan to inform the HSCB if the practice has closed.

Yes  No

#### 4 Education and Training

- The practice will develop, update and regularly review this business continuity plan.

Yes  No

- The practice will have in place procedures to ensure that all staff have sight of relevant information concerning the management of patients and the practice environment during a pandemic

Please specify:

#### 5 Incident Management

- Have practice COVID-19 triage protocols and isolation procedures been developed and rehearsed?

Yes  No

- Have the practice medical emergencies protocols and procedures been reviewed and updated to include COVID-19?

Yes  No

- The practice will have a process to ensure that infection control procedures and guidelines and enhanced cleaning arrangements are followed by all staff as per HTM 01-05, HTM 07-01 and PHE guidance for environmental cleaning following a possible case (Available at <https://www.gov.uk/government/publications/wn-cov-guidance-for-primary-care>)

Please specify:

**6 Stock Control**

- The practice has considered how to ensure adequate stocks are available without stockpiling

Please specify:

**DECLARATION AND CLAIM FORM**

I have read and understood all DoH/HSCB guidance in relation to COVID-19 and undertake to implement the contents of this documentation.

Signed: \_\_\_\_\_

GOS Personal Code: \_\_\_\_\_

Date: \_\_\_\_\_

Please Print Name: \_\_\_\_\_

Position in Practice: \_\_\_\_\_

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**A PAYMENT OF £100 WILL BE MADE TO CONTRACTORS ON RECEIPT OF A COMPLETED PLAN**

If you have any queries regarding this plan please contact the HSCB on 028 9536 2812