

FAQ Sheet: Remote PPV visits

Q I use paper records. Can I take part in remote PPV?

A If you have mixed records then yes you can, providing there is enough claims to select a sample from. If you have all paper records then at this time it would require an in-person visit, unless the records are sent in via a secure file portal in which we are exploring as an option.

Q I would like to take part in remote PPV visits but I am not very tech savvy. Will the PPV team be able to support me with the IT side of things?

A Yes the PPV team will be able to talk you through the process and give live instructions to support you with the process.

Q Will this process save the practice time?

A Yes, the PPV will request control of the PC and will then review the electronic records remotely. The ophthalmic contractor does not need to be with the NWSSP staff for the duration of the remote visit but they should be available to provide any assistance or responses to queries from NWSSP staff during the visit. The PC can be used by a practice member for normal business during this time.

Q I have concerns around patient confidentiality if I give control of the PC to the PPV team. What safeguards are there in place?

A Any NWSSP staff that are required to access electronic ophthalmic patient records in order to verify claims will request access on the clear understanding that proper confidentiality safeguards are observed. They will also take account of the code of practice on Confidentiality and Disclosure of Information.

Q Will the NWSSP PPV team be able to access other files on my computer during the remote PPV visit?

A In the PPV protocol and remote access sharing agreement approved by NWSSP Information Governance department, we are bound by confidentiality regulations and will only access patient records that pertain to the sample that we verify. In this respect PPV data confidentiality remains the same as when visits were conducted in-person.

Q Will I still have an opportunity to discuss the outcome after the remote PPV visit?

A Yes. After the remote access verification process a PPV staff member will speak with the Ophthalmic practice representative, when it is practicable for the practice representative to do so, to inform them of any observations, queries and where appropriate advice and feedback regarding the practice systems and procedures.

Q Can I still request a 'buddy' to attend from the Regional Optical Committee for the duration of the remote visit.

A Yes. The ophthalmic contractor or nominated representative is entitled to invite a 'buddy' to be present for the remote access visit; this should be arranged through Optometry Wales.