**Ophthalmic – User Engagement Action Plan (last updated 28th May 2025)**

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| Identified User Need | Action | Target Date to Investigate & Report | Implementation Date | Status |
| Provide appropriate UK Comparators | Include in Annual Report | N/A | Annual Report 2018/19 | Complete |
| Provide information on Enhanced ophthalmic services (number of assessments and outcomes) | Include in Annual Report | N/A | Annual Report 2018/19 | Complete |
| Detailed discussions with users to confirm requirements | Conduct focused interviews with key users at least annually | N/A |  | Ongoing |
| Produce an infographic for General Ophthalmic Services | Release alongside the annual report | N/A | Annual Report 2019/20  (June 2020) | Complete |
| Produce information on Number and Percentage of the population attending a sight test, by age group and gender | Include in Annual Report | N/A | Annual Report 2019/20 (June 2020) | Complete |
| Produce information on Sight tests paid for and vouchers reimbursed by HSC per 1,000 population by Local Commissioning Group (Health Trust) | Include in Annual Report | N/A | Annual Report 2019/20 (June 2020) | Complete |
| Provide information on Number and Percentage of people who had a sight test in the last 3 years (2017/18 - 2019/20) by deprivation decile | Include in Annual Report | N/A | Annual Report 2019/20 (June 2020) | Complete |

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| Identified User Need | Action | Target Date to Investigate & Report | Implementation Date | Status |
| Provide information on Presenting Symptom at Northern Ireland Primary Eyecare Assessment and Referral Service (NI PEARS) by Referral Source | Include in Annual Report | N/A | Annual Report 2019/20 (June 2020) | Complete |
| Provide information on Number of Assessments for the Enhanced Service for Ocular Hypertension (OHT) Review and Monitoring by Local Commissioning Group (Health Trust) | Include in Annual Report | N/A | Annual Report 2020/21 (June 2021) | Complete |
| Supplement Payments made for Ophthalmic Services to include Covid-19 payments | Include in Annual Report | N/A | Annual Report 2020/21 (June 2021) | Complete |
| Monthly breakdown of GOS activity, Cost of General Ophthalmic Activity and Covid-19 payments | Included in Quarterly tables and Annual Report | N/A | Annual Report 2020/21 (June 2021) | Complete |
| Interactive map on the distance to nearest optician in miles by Census Small Area | Include in Annual Report | N/A | Annual Report 2020/21 (June 2021) | Complete |
| Open data csv files on general ophthalmic claims by financial year, local council area, local  government district, age group and gender | Include in Annual Report | N/A | Annual Report 2020/21 (June 2021) | Complete |

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| Identified User Need | Action | Target Date to Investigate & Report | Implementation Date | Status |
| Provide publications in accessible format | Review and produce annual report in line with best practice | N/A |  | Ongoing |
| Produce the sight tests paid for and vouchers reimbursed by HSC per relevant 1,000 population using number that receive passport benefits | Investigate how this metric can be identified for tax credits and NHS low income scheme as other benefit data can be obtained from DfC | March 2022 | HMRC confirmed they do not produce this at LCG level. Number of HC2 claimants is also not held centrally in NI and therefore not available. | Complete – in agreement with key users we will remain using resident population aged 16-59 as denominator for adults receiving passport benefits. |
| Information on optician headcount and number of optician practices | Now in quarterly tables | N/A | Q1 2021/22 (July 2021) | Complete |
| Time series trend charts and key findings infographic for quarterly tables | Include in quarterly tables | N/A | October 2022 | Complete |
| Number of NIPEARs assessments by referral source and LCG | Include in annual report | N/A | Annual Report 2021/22 (June 2022) | Complete |
| Add a link to the annual report to signpost users to where on the BSO website they can find out more information about accredited optometrists. | Include in annual report | N/A | Annual Report 2021/22 (June 2022) | Complete |
| Add Number of Assessments for the Enhanced Service for Ocular Hypertension (OHT) Review and Monitoring by Service Type | Include in quarterly and annual reports | N/A | Q3 2022/23 (February 2023)  Annual Report 2022/23 (June 2023) | Complete |

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| Identified User Need | Action | Target Date to Investigate & Report | Implementation Date | Status |
| Organise User Engagement showcase event to advise of current capabilities and future developments and obtain feedback from users | Host pilot event | N/A | Pilot event held 28th March 2023 | Complete |
| Develop interactive HTML quarterly reports | Development | June 2024 | Q4 2022/23 (June 2024) | Complete |
| Enhancement to NIPEARS outcome table in annual publication | Included in annual report | June 2024 | Annual Report 2023/24 | Complete |
| Develop interactive HTML annual report | Development | June 2026 |  | Ongoing |
| Develop quarterly infographic for alongside interactive HTML quarterly report | Development | October 2026 |  | Ongoing |
| A number of sight tests, vouchers and repairs/replacements tables broken down by LCG/LGD in the Annual Dental publication excel tables and downloadable csv files have been redeveloped into Supplementary Information excel tables with flat file data worksheets and interactive pivot tables. | Development | June 2025 | Annual Report 2024/25 (June 2025) | Complete |
| Add outcome following assessment at Northern Ireland Primary Eyecare Assessment and Referral Service (NI PEARS) by Type of Assessment to quarterly report and tables | Include in quarterly report | October 2026 |  | Ongoing |