

The logo for FODO, consisting of the letters 'FODO' in a white, sans-serif font, centered within a dark blue rectangular box. The background of the entire page is a vibrant blue with a complex pattern of overlapping, semi-transparent circular and arc-like shapes in various shades of blue and purple, creating a sense of depth and movement.

FODO

Join the UK's eye care
provider community

Be supported and be heard

Member benefits 2019

Join FODO

Join FODO and become part of the UK's widest and most influential eye care provider community. We welcome all providers, including individual professionals, independents, regional and national provider organisations.

FODO members can benefit from:

Leading professional liability and defence cover

Access our best value insurance and enjoy instant peace of mind so you can focus on advancing your career or business.

Policy and advocacy

We speak up for you and support eye care and business transformation, so that you and your patients can look forward to a positive future.

Bespoke advice and support

Our in-house team and network of experts means that we can offer you the advice and support you need to succeed.

Learn more on pages 5 to 11.

FODO is the representative professional association for eye care providers and professionals across the UK.

FODO helps members succeed by promoting, protecting and advancing eye care. That is why we now represent over 85% of the UK optical market and an increasing number of ophthalmology partners.

We offer the best value professional liability and legal defence insurance, plus bespoke business and professional support whenever you need it.

We lead and shape change by working with government, policy makers and opinion formers at the highest levels.

We work with our members, and in partnership with all stakeholders, to improve access to high quality eye care for everyone in the UK.

Join FODO and help shape tomorrow's eye care.

We offer the best value professional liability and legal defence insurance.

Join FODO by contacting optics@fodo.com or phoning us on **020 7298 5151**.

Our team

Our team is made up of health professionals, health policy analysts and strategists, business people and tax experts. Which means you always have access to the skills and expertise you need to succeed.

Get access to the best support and cover, at the best prices.

Our team also has extensive experience of working with a range of health care and other regulators and works with leading law firms specialising in clinical negligence and health regulator defence. Which means you get access to the best legal and other support you need.

At FODO we are a not-for-profit membership organisation and focus entirely on doing the best for our members while controlling costs. That means you get access to the best support and cover, at the best prices. At FODO we believe in serving our members – your business is our business.

Member benefits

FODO provides a comprehensive range of high-value services designed to help each and every member succeed. These services are available to all members whether individual GOC registrants, independent practice owners, regional or national companies, as part of our membership package.

That means whether you are an individual GOC registrant or a national eye care provider, FODO is here to support, protect and advance your interests. We work for the sector and across professional boundaries to serve our members.

FODO is here to support, protect and advance your interests.

Professional liability and defence cover

As a member you can access our best value insurance and enjoy instant and permanent peace of mind, so you can focus on advancing your career or business.

All FODO members can choose to benefit from our:

- Sector-leading professional liability insurance, which now covers you for up to £10m per claim
- Claims occurring policy, which means that you never have to worry about run off cover or rely on discretionary benefits
- Legal defence cover by experts in their fields.

Our professional liability insurance offers exceptional value and covers you for up to £10m per claim. This is underwritten by a contract of insurance with blue chip underwriters, so you meet all regulatory requirements.

Our legal defence cover means you do not have to settle for an in-house legal team. At FODO we work with lawyers who are experts in the field of health regulator defence cases, so if you receive a claim or complaint you can access the best advice on time and without the cost. With FODO you can access lawyers that work for large law firms and have expertise in clinical negligence claims.

At FODO we promise that you will never feel alone or unsupported whatever the issue. That commitment is personal, individual and bespoke.

*Access lawyers with expertise in
clinical negligence claims and health
regulator defence.*

Insurance covers your business and all staff on an unnamed basis.

Additional benefits for practice owners

Practice owners enjoy the same benefits as individual members plus:

- Our professional liability and defence insurance covers your **business and all staff on an unnamed basis**. This means you are not constantly checking you are covered and can spend less time on paperwork and bureaucracy, and more time on your business.
- With a growing number of opticians and optometrists choosing to work part time **you can save money** because our professional liability insurance is priced on a full-time equivalent (FTE) count – i.e. risk, not the number of individuals. For example, if you have two optometrists doing a job share, and their hours are equivalent to one full-time optometrist, you only pay for one full-time equivalent.

Other benefits for innovative practice models

Our members are always innovating to meet population needs and business opportunities, for instance a growing number now also provide audiology services. FODO also offers professional liability and defence cover for HCPC registered audiologists (Hearing Aid Dispensers).

Members who are exploring new and innovative models of care, for example working with multidisciplinary teams, can also contact FODO to explore bespoke insurance packages through our regulated insurance brokers.

Learn more about our professional liability and defence cover by contacting optics@fodo.com or phoning us on **020 7298 5151**.

Policy and advocacy

We speak up for you and support eye care and business transformation, so that you and your patients can look forward to a positive future.

At FODO we aim to create the environment and opportunities for our members to flourish and deliver a wider range of services to patients. This includes supporting regulation that works in the public interest and robustly challenging over-bureaucratisation which adds costs but no benefit for patients.

We actively shape the future and address workforce issues to create attractive and progressive career options for all eye health professionals including dispensing opticians, optometrists and ophthalmologists.

We respond to public consultations on behalf of members and work directly with governments and policy makers at senior level so that eye health is taken seriously. We challenge the NHS to commission services to meet eye health needs and work with tax and other experts to ensure that maximum resources flow to the frontline.

We actively shape the future and address workforce issues to create attractive and progressive career options for all eye health professionals.

Bespoke advice and support

FODO provides a comprehensive range of high-quality services to help each and every member succeed.

At FODO we believe that the best way to avoid problems is to be ahead of the game. That is why we do not over-egg risks and instead focus on helping our members succeed.

Our in-house expertise and partners network allows us to offer bespoke advice and support so that you can focus on what you need and want to do.

Here are just some of the benefits of being a FODO member:

Regulatory support

GOC

Managing risk is an intrinsic part of health care. Even the best and most diligent of clinicians can find themselves on the wrong end of a GOC investigation or a false accusation. We know how stressful this can be and have an excellent record of successfully supporting our members through GOC investigations and fitness-to-practise related matters. To support you, we will assign you an experienced team member who you can contact seven days a week if you have an active GOC case.

Prevention is always better than cure. That is why at FODO we operate upstream, supporting members with bespoke advice and guidance so that they can manage customer complaints and concerns in a timely manner, reducing the risk of issues being unnecessarily escalated to the GOC.

It's not just about the GOC

We know that regulatory support is not just about the GOC. That is why we also focus on helping registered opticians succeed through a wide range of regulatory support, including with NHS contracts, listing, the Equality Act 2010, Data Protection Act 2018 issues and much more. We are always here to help.

Clinical support

Our clinical experts have extensive experience of working in front-line practice and with the GOC. This includes our professional adviser Professor Steve Taylor who is an expert in clinical practice, legal defence, GOS and NHS regulation. FODO members can rest assured that our professional advice is second to none.

The FODO Board includes individual members, practice owners, heads of professional services and lead company directors from across the UK. This means our advice and guidance is shaped by the widest range of eye care expertise. When we create guidance for our members and the sector, we know it works in practice.

Business and HR support

At FODO we believe that commercial success is key to delivering high quality care and driving up standards. That is why FODO offers its members bespoke advice and support on business matters.

FODO offers access to a 24/7 business and HR support line service because we know that members need support when they need it.

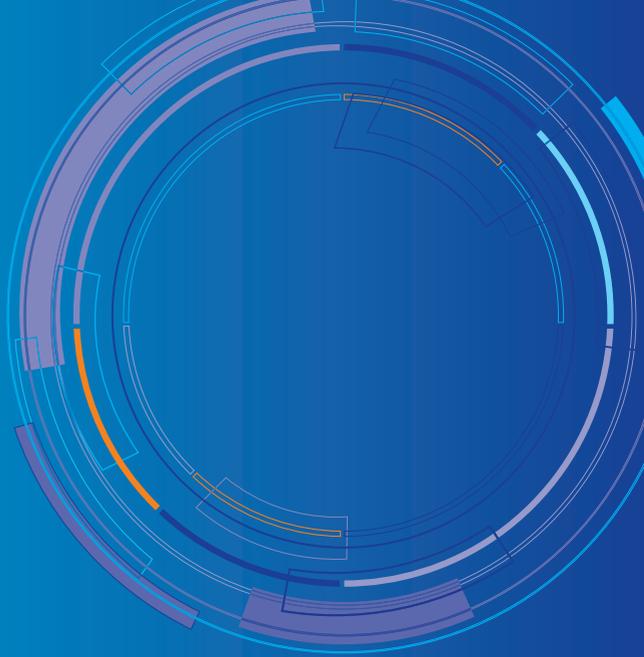
Beneficial rates for legal fees

Members sometimes need independent legal support and advice for commercially sensitive issues – e.g. legal advice on a commercial matter, technology, outsourcing, intellectual property, data protection, dispute resolution and financial services. FODO has negotiated an exclusive discount rate from an international, London-based, law firm for members should they wish to take advantage of this.

Other benefits include

- **CET and CPD:** at FODO we know our members have access to all the CET they need to meet current GOC requirements. That is why providing more routine CET each year would not be a good use of your membership fees. Instead we focus on adding value by producing CET 'which reaches the places other CET cannot reach' by drawing on our exclusive in-house expertise and claims analysis for new and significant clinical and insurance risks. Our aim is to help you reduce risk and stay successful now and in the future.
- **E-newsletter:** do you struggle to keep up to date with what is happening in eye care and the volume of publications across the sector? At FODO we analyse and summarise the main sector and health policy issues for you. That means you can access all you need in our e-newsletter, saving you time so you can focus on the things that matter.
- **Being humans:** are you tired of trying to get hold of a person to help you or being passed from pillar to post? At FODO we believe in working directly with our members. Please call us any time on 020 7298 5151 and be assured of a human response. Equally if you prefer 'tech', just email us at optics@fodo.com. Soon you will know the team and be communicating with individuals on a first name basis. **At FODO, our business is people, no-one is just another number.**
- **What would you like us to do?** At FODO we aim to be innovative and agile and always to do what is right for our members. If you have ideas about how we can improve our services or new features you would like to see, just call us on 020 7298 5151 or email us optics@fodo.com. We would love to hear from you.

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