

The background of the cover is a complex, abstract graphic consisting of multiple concentric, overlapping circular and semi-circular lines in various shades of blue, purple, and orange. These lines are fragmented and layered, creating a sense of depth and movement. In the center, there is a solid dark blue square containing the text.

FODO

ANNUAL REPORT

2018/19

About FODO

FODO is the representative professional body for eye care providers and professionals across the UK and Ireland. We help our members succeed by providing access to the best value professional liability and defence cover, bespoke legal advice and business support. We lead change by influencing government, policy makers and opinion formers. We work with our members, and stakeholders, to improve access to high quality eye care for everyone in the UK and Ireland.

The National Community Hearing Association (NCHA) is the representative professional body for community hearing care providers and professionals across the UK. We help our members succeed by providing bespoke regulatory and commissioning advice, business support and access to our Group professional liability and defence cover. We work with the wider hearing sector, governments and decision makers to lead and influence change. We are the voice of community hearing care and our goal is to improve access to high quality hearing care for all.



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Chair's report



Lynda Oliver, Chair

I am delighted to report another very successful year for the FODO Group and our members across the UK and Ireland.

This success has been hard won and the FODO team has had to continue to work with and challenge

policymakers and regulators on behalf of members and the wider sector. This has included planning ahead to ensure the sector has the workforce it needs to continue delivering world class care for future generations who will want access to more innovative models of care in different kinds of ways.

As colleagues highlight in this report, there have been major challenges on the regulatory front in the UK with GOC consultations on Standards for Optical Businesses and the Education Strategic Review. FODO has played a key role in helping make the GOC business standards workable and continues to work on education, training and CET to make sure the end results are fit for purpose and meet sector needs. 2018 also saw the introduction of the General Data Protection Regulations across Europe and the new Data Protection Act in the UK. FODO played a major part with Optical Confederation colleagues in making these changes comprehensible for the eye care sector.

In the Republic of Ireland we have strongly supported the CPD model developed by CORU and have worked closely with CORU, the Technological University Dublin and the Department for Education to expand the workforce to meet growing population needs. We also continued our fight to ensure people in Ireland, especially children and vulnerable older people have better access to eye care services across the country.

On the hearing front, not only have community hearing services been recognised as the most appropriate location of care for the majority of adults but the national hearing bodies have at last come together to consult on setting up a College

of Audiology to raise standards to lead and set standards for the sector.

In ophthalmology we have been working on the Transforming Elective Care (Ophthalmology) Programme and contributed to the All-Party Parliamentary Group report on capacity in hospital eye services in England as well as working with PHIN and others on national data collection.

In house, and supported by our team of expert advisers, we have continued to deliver bespoke support to our growing number of members of all types and sizes.

All this has been driven by David Hewlett's inspirational leadership and expert knowledge as our CEO for the past fourteen years as too has our recent restructure which firmly sets FODO on the path to continue its vital leadership role in the years ahead. As part of our restructure Harjit Sandhu was appointed the FODO Group's Managing Director and David will take on a new Group leadership role. I and the FODO Board are delighted that Harjit and David now have the capacity to advance the FODO Group and sectors even further and faster to meet the challenges ahead.

Being part of the FODO family is a fantastic

Being part of the FODO family is a fantastic experience for both clinicians and businesses.

experience for both clinicians and businesses. The benefits we have been able to deliver for members translates directly into successful services and outcomes for patients who remain our top priority. It is also a great privilege to be your Chair. Thank you all for your ongoing support.

Lynda Oliver
Chair

Chief Executive's report



David Hewlett, CEO

This has been an important year for the optical, hearing and ophthalmology sectors and for the FODO Group as a whole, which has shown growth in all areas.

As part of our commitment, and operating principle by the best for the best, we

have carried out a significant internal restructure, including the recruitment of Harjit Sandhu as our first-ever Managing Director. Having worked with Harjit for five years at the NCHA, I very warmly welcome him to his new post. His appointment will enable me to move sideways so that, together, we can cover the increasingly complex policy environments within which FODO and NCHA members now have to operate.

As always, our aim is to create the climate and opportunities for our members to flourish and deliver expanding services to patients. This involves pushing back against over-bureaucratisation and ill-thought through regulation, work which we lead on behalf of our members and the sectors in which we operate. It also involves us shaping the future and here we have been very active in addressing workforce issues and seeking to create attractive, well-remunerated career options for optometrists, dispensing opticians, audiologists and ophthalmologists across the board.

The fact that we have done all this within budget and whilst maintaining our performance standards has been no mean feat. Thanks to the FODO team and our three excellent Boards, we have also managed to keep fees and insurance premiums in the UK at their 2018-19 levels for the coming year. Not only that, but we have doubled our level of

insurance cover to bring it into line with changing NHS requirements.

As always, the year has been marked by some comings and goings and this year we are sorry to be losing Ann Blackmore who has decided to freelance as a policy and communications consultant. We wish her well in this new enterprise.

As this will be my last annual report to you as Chief Executive, I would just like to say how proud I am of all that we have achieved together over the past fourteen years including growing FODO in reach, influence and stature so that we are now ready to move up to the next level. Thank you too for your friendship, support and kindness over these many years. FODO is far more than the sum of its members and has a real 'beating heart' for improvement, innovation and the public good. I look forward very much to continuing to work with you, Harjit and the team in all these areas in my new role as Group Director for Leadership, Transformation and Strategic Partnerships. There is still much to do.

David Hewlett
Chief Executive



David Hewlett, FODO CEO

I am proud of all that we have achieved together over the past fourteen years including growing FODO in reach, influence and stature so that we are now ready to move up to the next level.

Standing up for our members and patients

Over the past year UK parliamentary and government attention has been largely focussed on Brexit which has left little time for anything else. This however has not held us back from continuing to stand up for all of our members and patients across the UK.

FODO in the UK and Europe

Getting regulation right

Horizon scanning

If eye care providers and professionals are to play their full part in delivering services, then we need to ensure that the regulatory framework continues to support that ambition in the years ahead. This is why FODO horizon scans on behalf of members to manage risk and seize opportunities on issues which could have an impact on eye care providers and professionals in the UK. In 2018 we responded to important consultations by the Department of Health and Social Care and Professional Standards Authority on the future of regulation.

General Optical Council (GOC)

FODO has always supported regulation that works in the public interest whilst robustly challenging over-bureaucratisation which adds costs but no benefit for patients. This is why in 2018, although we are very strong supporters of the health regulators, and especially the GOC, we had to play the role of a critical friend once again.

As part of the GOC's Education Strategic Review, review of continuing education and training, and consultation on a new Standards for Optical Businesses, we submitted detailed written feedback as well as meeting regularly with the Chair, Registrar and senior officials. We were pleased to see the GOC take our feedback on board and reflect this in much improved Standards for Optical Businesses. In 2019 we will continue to work with the GOC and other stakeholders to

ensure we get regulation right for the sector so that eye care professionals can meet the needs of this and future generations in a sustainable way.

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Medical devices

The EU Medical Devices Directive 2017 takes full effect in 2020 and will apply in the UK post Brexit. We have been working with colleagues in manufacturing in the UK and across Europe to ensure that new requirements for device identifiers, designed to protect patients, are applied proportionately and appropriately to spectacle frames, lenses and contact lenses so as not to add significantly to product availability or prices.

Brexit planning

Medicines and medical devices used in the UK are subject to EU regulation and most are imported from EU countries. Over the past year we have submitted evidence to the Health and Social Care

committee on the impact of Brexit on medicines and medical devices in optical practice.

We have also worked closely with the Department of Health and Social Care (DHSC) and the Medical and Healthcare Products Regulatory Authority (MHRA) to help them understand the risks for optical practices and what contingency planning might be needed.

We have kept both FODO members and UK optical manufacturers informed as information and plans have emerged and will continue to do so in the coming year.

Guidance and CET

In May 2018 the EU General Data Protection Regulation (GDPR) and the new UK Data Protection Act 2018 took effect. We worked closely with government, the NHS and the Information Commissioner's Office (ICO) to ensure that the implications of the legislation for independent providers of healthcare, particularly those providing NHS funded healthcare, were understood. We developed practical guidance, with colleagues in the Optical Confederation, to help optical practices understand their new obligations and comply with them in a proportionate way.

True to our aims of innovating not duplicating, we ran bespoke CET sessions at Optrafair 2018 on candour, consent and Information Governance Management. The candour and consent sessions were subsequently made available to FODO members as peer review CET packs by popular demand.

We also continued to provide briefings and updates to members throughout the year on pan UK issues including an updated edition of Vouchers at a Glance for the Optical Confederation in June 2018.

Promoting eye health

We have continued to promote vision as part of the public health agenda in the UK, Republic of Ireland and Europe. This included supporting

National Eye Health Week in the UK and World Sight Day at European level. 2019 will be even more important as we run up to the totemic date for eye health of 2020. The World Health Organisation is expected to publish a new World Report on Vision as a focus for action.

We have continued to promote vision as part of the public health agenda in the UK, Republic of Ireland and Europe.

We were delighted that our work on driving and vision is starting to bear fruit. At the European level, we had significant input to the work of the European Council for Optometry and Optics (ECOO) making the case for strengthening the vision requirements in the EU driving licence directive. That report was in turn cited in a debate on driving and vision in the UK parliament in October. And the DVLA are now actively promoting the importance for drivers to have regular sight tests. This is a real breakthrough and the result of sustained campaigning over many years.

NHS Information Technology

July 2018 saw the arrival of a new Secretary of State for Health and Social Care in England, with Matt Hancock MP who has a strong interest in technology and innovation. FODO of course welcomes Mr Hancock's appetite for change and using technology to achieve it, but given the scale of some IT proposals, in the context of a plethora of failed NHS IT projects, these ambitious plans come with major risks too. FODO will be working with sector partners to push for IT connectivity between optical practices and the rest of the NHS as well as mitigating risks that come with big NHS IT projects. This includes connectivity in Scotland, Wales and Northern Ireland as well as e-GOS and e-referrals in England.

FODO England



Ann Blackmore

With growing concerns that the English NHS was in crisis, the Prime Minister announced additional NHS funding in June 2018.

Despite the hype this was a squib rather than a 'big bang' and amounted to a real terms increase of just

3.2 per cent per annum for the next five years.

This is below the 3.7% trend needed just to cope with growth in need and itself follows a period of NHS austerity.

Nevertheless we welcome increased spending on health and care as we need to transform services to meet our ageing population's needs. The problem is that the majority of the new funds will go to bail out hospitals and strengthen GP services, and once again eye health providers will have to fight for the patients they serve in order to prevent sight loss and keep people eye-healthy. FODO will be standing up for members and patients in the years ahead to ensure eye care is not left behind.

NHS Long Term Plan

On the back of the 'funding settlement', a new *NHS Long Term Plan* for England was published in January 2019. As FODO commented at the time there is much that we can get behind, including the re-emphasis on prevention, early intervention, the preservation of patient choice and moving more care out of hospital to community providers. The NHS leadership is also right about the current outpatient model of care being 'outdated and unsustainable'.

However, there are major risks to implementation, not least because delivery of the Plan is dependent on funding for social care and public health and all of it could be affected by a poor Brexit outcome. Moreover, although the NHS has said the Plan can be delivered without legislative change, policy and health economics experts at FODO know that that is close to impossible. At FODO we are therefore making plans to support our members and sector through the difficult times ahead and will be taking proactive steps in 2019 to protect and advance eye health services in England.

Primary eye care and wider eye health services

Transforming primary care in England also depends on achieving change with our partners at NHS England.

Over the past year the NHS England Eye Care Team has been developing a new service specification for people with learning disabilities, starting with children with learning disabilities and autism in special schools. This service has now been prioritised in the NHS Long Term Plan and additional funding has been provided to take it forward. It is likely that the service will be arranged as a second 'additional' primary ophthalmic service (POS) – the other being domiciliary services for patients who are unable to leave home unaided through physical or mental ill health or disability.

The next step will be to address access to GOS for homeless people. FODO and the charity Vision Care for Homeless People remain committed to this cause and righting the injustice of lack of access for this vulnerable group. As we have advised this requires only a small amendment to GOS regulations. The costs would be minimal in terms of NHS budgets and the benefits transformational in terms of eye health for vulnerable individuals and tackling health inequalities.

APPG on vision and eye health

The All-Party Parliamentary Group (APPG) on vision and eye health published a report, *See the light: Improving capacity in NHS eye care* in June 2018 which made 16 recommendations to Government on how to reduce waiting times and reduce avoidable sight loss. FODO played a major role in this, representing the Optical Confederation on the Expert Advisory Group for the report and in subsequent meetings with NHS England and the Department of Health and Social Care. FODO took over the joint secretariat of the APPG with the RNIB on behalf of the Optical Confederation in July 2018.

FODO Northern Ireland



William Stockdale,
Chair, FODO
Northern Ireland

Northern Ireland (NI) continues to take a progressive approach to the development and roll-out of enhanced services alongside the backbone of the national GOS service.

The NI Primary Eyecare Assessment and Referral Service has continued

its roll-out achieving country-wide coverage. To date, the service has demonstrated high quality, safe, accessible care whilst easing pressure on secondary care and general medical practice.

The NI Clinical Communication Gateway has proven a success facilitating secure communication via HSCB email accounts and direct e-Referral. GOS payment continues to be processed and paid via our e-Ophthalmic claims system, with over 90% of claims and payments now processed electronically.

A pioneering model for cataract surgery established at the end of 2018 plans to deliver an additional 2,000 procedures annually. Optometrists across NI have already undertaken additional training and assessment for new roles in the pathway. It is hoped that the a final piece of the jigsaw will see the establishment of post-op cataract assessment taking place in community practices, which will be much better for patients.

2018 also saw the implementation of a community OHT monitoring scheme protocol, supported by Project ECHO. It is envisaged that this model, with innovative functionalities such as 'referral-for-advice', will inform future service transformation.

Northern Ireland continues to take a progressive approach to the development and roll-out of enhanced services alongside the backbone of the national GOS service.

Access to Electronic Care Records became a reality during the year giving practitioners greater access to patient information and facilitating better informed referrals.

Optometry NI continues to represent the interests of all modes of practice in Northern Ireland and works alongside the HSCB to deliver new initiatives available through all registered practices.

It is sad that, for a second year, there is continuing political stalemate at Stormont. That said, it is amusing to see how fast progress on some issues can be in the absence of Ministers. Nevertheless there is inevitably an underlying detrimental effect owing to uncertainty over long-term funding.

FODO Scotland



Hal Rollason,
Chair, FODO
Scotland

FODO Scotland welcomed the new GOS arrangements that came into force on 1 October 2018. These allow new ways of working, more professional freedom to respond appropriately to a patient's needs and a new Enhanced Supplementary Eye Examination (ESEE) with a £38 fee where

dilation is required compared to the normal SEE fee of £24.50.

Many thanks are due to Samantha Watson, who led on these negotiations and who has suffered a period of ill health over the past 18 months. We wish her a full and speedy recovery. Sam officially steps down as Chair of Optometry Scotland in May 2019 but we are pleased that David Quigley, a very active Vice Chair who has taken on the role of Acting Chair during the year, will then formally become Chair.

On a less positive note, it remains disappointing that SIGN 144 *Safe Glaucoma referral and discharge* has still not been implemented. The delay is adversely affecting patient care and access to secondary care systems which are still clogged with glaucoma review appointments that could easily be delivered in the community.

The Parliamentary Debate on Eyecare on 22 September 2018 highlighted the importance and value of GOS and the work of Optometry Scotland. We were delighted that so many MSPs took part, with every MSP suggesting that a targeted public health awareness campaign is required.

FODO Scotland continues to work with the University of the Highlands and Islands to help

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develop and deliver their innovative optometry course. FODO Scotland is also chairing a working group developing Certificates for Optical Practice Support at SCQF level 5 and hopefully level 7. This will provide training supported by the Modern Apprenticeship scheme and the SQA, which will provide both employers and employees with excellent training opportunities.

FODO Wales



Andy Britton,
FODO Lead,
Optometry Wales

In Wales we continue to develop optometry and to expand its role in primary care, supported by the Eye Health Examination Wales.

The Welsh Government still has a firm focus via its eye health care delivery plan and more recently its 'A Healthier Wales' strategy to deliver

services close to home and in primary care when it is appropriate to do so. This has seen increased engagement from the Local Health Boards, with optometry represented on a growing number of organisations. A sustainability fund was generated and health boards were invited to submit bids with the specific goal of increasing the quantity and quality of primary care enhanced services and co-management.

To facilitate future enhanced roles the Welsh Government has again provided funding for local disbursement to allow individual optometrists to undertake higher qualifications both in clinical and in leadership courses. This will ensure we have a suitable cohort of professionals to undertake the envisaged enhanced examinations. We have seen 22% optometrists undertaking these qualifications over the last two years.

We have also seen all seven health boards develop and work closely with eye care groups which, alongside the funded Optometric Advisor roles, allows us to have a seat at the table when planning strategies and services. We have also seen increasing numbers of optometrists taking on an active role in their local primary care clusters.

The Welsh Government still has a firm focus via its eye health care delivery plan and more recently its 'A Healthier Wales' strategy to deliver services close to home and in primary care.

Nevertheless, we remain ever mindful of future budget constraints within EHEW and we expect to have to continue to drive efficiency to ensure the service is preserved for patients.



Garvan Mulligan,
Chair, FODO Ireland
Chair

2018 was another busy and eventful year for FODO Ireland.

We have continued to advocate at the highest levels on members' behalf, meeting with Government ministers and key stakeholders to discuss a variety of issues crucial

to the Irish optical sector. In August we met with the Minister of State for Higher Education, Mary Mitchell O'Connor, to discuss the funding of optometric university degrees and how to avoid a crisis in the supply of optometry graduates. We also met with the Higher Education Authority in February 2019 to highlight our ongoing concerns regarding workforce supply, in particular the negative effects of the underfunding of the optometry programme.

We have continued to advocate at the highest level on members' behalf on the major issues crucial to the Irish optical sector.

We continue to have a strong and positive relationship with CORU and during the year have raised a variety of issues that are crucial to the Irish optics sector, including Garda Vetting, the CPD review and the Registration Board selection processes.

We have also been in regular contact with the Health Service Executive (HSE) to discuss their plans for implementing the Primary Care Eye Service Review Group Report and set out how FODO Ireland members can assist in the delivery of quality community-based eye care. While we do have concerns that HSE may seek to implement significant changes to the profile of primary eye care in Ireland without carrying out meaningful consultation, we will continue to work hard to

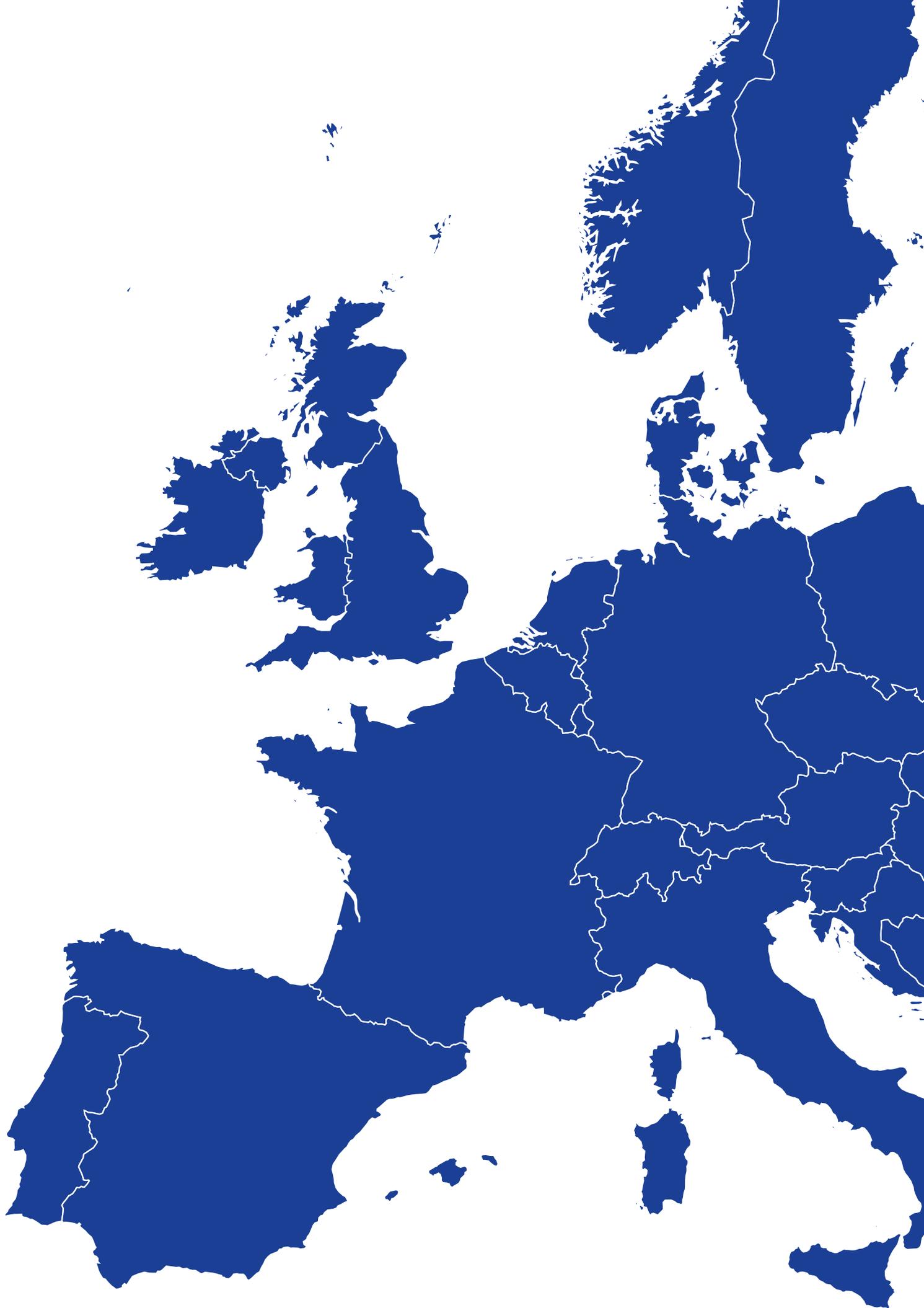
make sure that the sector's voice is heard. We remain committed to working with the HSE to ensure that Irish patients get the accessible high-quality eye care services they deserve.

In July 2018 FODO Ireland published the report of its survey of the Irish optical sector. This gave us a good insight into how members work and their priorities for the future. The survey generated some important findings including that there is a high level of enthusiasm amongst the profession for making more use of the full range of their clinical skills. The survey results have enabled us to make stronger arguments when advocating for change.

As our survey highlighted, a significant proportion of Irish optics professionals obtained their qualifications in the UK. Our aim is to increase 'home grown' registrants, and the uncertainty created by Brexit highlights the importance of this ambition. The Dublin Institute of Technology, now Technological University Dublin (TUD) is currently the only tertiary education institution in the Republic of Ireland that runs an optometry degree and the current intake for the degree is limited to 25 students per year. We have had several highly constructive meetings with TUD to discuss how to grow this workforce. We hope that these discussions, along with FODO Ireland's ongoing support for TUD's optometry and ophthalmic dispensing degrees, will bear fruit in the near future.

In December 2018 we launched the new FODO Ireland website, which complements the new FODO UK website. The new website provides more easily accessible information and guidance for FODO Ireland members.

We will continue to advocate on your behalf in 2019, in particular to make sure that HSE implements the Primary Eye Care report's recommendations in the best possible way. A key aim is to address the long waiting lists that are leading to avoidable visual impairments. We will also keep up our work to avoid a crisis in the supply of locally trained optometrists.



Serving and protecting our members

FODO, in addition to leading on horizon scanning and strategy on behalf of members, also provides a comprehensive range of high quality services designed to help each individual member succeed.

These services are available to all members, whether individual GOC registrants, independent practice owners, SMEs or national companies. In 2018 demand for our services continued to grow based on members recommending FODO to colleagues as a result of their experience as part of the FODO family.

Demand for our services continued to grow based on members recommending FODO to colleagues based on their lived experience as part of the FODO family.

Professional Liability and Defence Insurance

Our professional liability insurance has always offered exceptional value and, to maintain our market leading position, this year we doubled our level of cover per claim from £5m to £10m without increasing premiums. This will mean FODO members and their staff meet the £10m requirement that commissioners are increasingly insisting on under the NHS Standard Contract in England and all UK members benefit from increased cover at no extra charge.

Our success rates in legal defence cases and member feedback both remain excellent. FODO members know that they are supported and looked after by leading solicitors and barristers in their fields together with a first rate HQ team who accompany members throughout the process, assisting with letters and written submissions and

following up with support when cases are over. With FODO we guarantee that you will never feel alone or unsupported whatever the issue.

That commitment is personal, individual and bespoke. Nobody is just a number at FODO.

Like our members, we are also focused on quality and value. We regularly use our leverage to test the market against these parameters so that, whenever you join our professional liability and defence insurance, you always get the best value package for you.

Bespoke advice

Representing and supporting over 85% of the UK optical market, 65% in the Republic of Ireland and an increasing number of ophthalmology partners, FODO continues to support members across the whole range of clinical practice, optical business and employment issues.

At FODO we believe that commercial success is key to delivering high quality care and driving up standards, and during 2018 we supported members in achieving their individual business and professional goals with bespoke advice on regulatory, tax and other business matters.

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National Community Hearing Association



Mark Georgevic,
Chair, NCHA

NCHA Chair's report

30 years ago, the Royal National Institute for Deaf People published its 'Case for Change' report, setting out the need to tackle artificial barriers between NHS and non-NHS hearing services, to

focus on patient needs rather than professional rivalries, and to provide the vast majority of adult hearing care out of hospital. The pace of change proved to be painfully slow and the sector, despite some promising initiatives, failed to respond. The consequences included a series of avoidable systems failures and millions of adults unnecessarily losing out on hearing care.

I would like to say a special thank you to the NCHA team for their tireless and rigorous work ethic and all that they have achieved.

Five years ago, the NCHA was established to support the sector deliver better hearing for all and to avoid a repeat of past failings and systems inertia. The NCHA was tasked with seeing beyond artificial barriers that stood in the way of improving access to hearing care, and to drive much needed change. In its first five years the NCHA has achieved all of this and more, leading the sector and helping it to innovate and change rather than protecting an antiquated status quo which put an unsustainable acute hospital model of hearing care ahead of patient and taxpayer interests.

The NCHA and its membership have worked relentlessly to transform hearing care in recent years, and today more hearing care than ever is being provided out of hospital and closer to home, more audiologists are choosing to work in the community, and enhanced services such as community-based aural care continue to grow. At the same time the NCHA has done everything in

its power to preserve hard won gains and to avoid a repeat of history where vested interests too often blocked progress without regard for the impact on population and public health outcomes.

As my time as Chair comes to an end, I am proud of all that we have achieved in such a short period of time and recognise how right the original decision was to partner with FODO. I am certain that our decision last year to integrate more closely with the FODO Group will help us build on our success to date. The NCHA will enter its sixth year with Peter Ormerod as its new Chair. Peter's experience of the hearing sector is unrivalled and his experience will be invaluable in the years ahead.

The NCHA, with strong support from its membership, is now ideally placed to help the sector navigate challenges that lie ahead and to make primary care audiology a reality in the UK. In my last report as Chair, I would like to thank the NCHA Board and all our members for their ongoing support. I would like to say a special thank you to the NCHA team for their tireless and rigorous work ethic and all that they have achieved. The NCHA and its membership, working in partnership with other stakeholders, can, will and must continue to transform hearing care in the UK for the benefit of all patients.

Mark Georgevic
Chair, NCHA



Mark Georgevic, First NCHA Chair, 2013-2018



David Hewlett, CEO

NCHA Chief Executive's report

The hearing sector has continued to grow year-on-year. This success has been driven by innovation in care, increased awareness of the benefits of hearing care,

earlier intervention, and increased demand from an ageing population. The sector is also undergoing a transformational wave of modernisation with more hearing care than ever provided in the community and more audiologists choosing to work in community-based settings where patients can access their services more easily and frequently.

There is much to celebrate and be optimistic about looking ahead but it is now more important than ever not to forget that our success to date has been hard won by being tough when the going got tough and challenging when bogus evidence was presented. 2018 was no exception as we continued to speak up for community hearing care and for people with hearing loss, responding to over 23 public consultations and positively influencing the final National Institute for Health and Care Excellence's (NICE) guideline on adult hearing loss, minimising the risk of new market distortions based on misinformation. There was a time when we stood alone on this but that stance was in the public interest and we are pleased to say that public interest won the day.

We will remain focussed on making community hearing care a social norm in 2019. We will do this by further advancing the case for audiology to be recognised as the fifth primary care service continuing to tackle unwarranted variation, advancing our review of VAT on hearing aids and make progress on other work programmes focussed on improving access to audiological care.

In 2019 we will also work with sector partners and consult on the establishment of an independent,

evidence-based College of Audiology established under charter – ideally in time a Royal Charter – and publicly accountable to the Charity Commission for working in the public interest. This will be a major step forward for our profession and patients if collectively we can coordinate our leadership skills to bring it off.

This year NCHA will launch a new offer for audiologists and SME providers so that they continue to benefit from the world class support and the best value membership we offer. Aligned with our founding principles, we will remain open to all providers and clinicians from any part of the sector who are committed to delivering better hearing care for all. To meet growing demand for NCHA support, and to tackle increasingly complex policy issues, we will further integrate within the FODO Group.

The NCHA will continue to become an even more powerful voice for community hearing care.

As I hand over to Harjit with many congratulations to him as our new FODO Group MD and move to my own new post as Group Director for Leadership, Transformation and Strategic Partnerships, we can both promise you that the NCHA will continue to become an even more powerful voice for community hearing care. In 2019 we will build on our success and make further progress on tackling the growing burden of disease and the public health challenge of unsupported hearing loss. With our strong membership and small and dedicated team at HQ we will continue to drive change for the public good.

David Hewlett
Chief Executive

Finance review and accounts

Treasurer's report

The result for the year ended 31 December 2017 was a surplus of £15,000 on turnover of £1.2m, compared with a surplus of £1,000 on turnover of £1.1m in 2016.

It is pleasing again to have achieved a balanced budget for the year in line with the forecast. Notwithstanding the increasing demands on resources to provide advice and guidance for members, including legal advice, to protect the sector and members' best interests, we have still been able to work within budget. Elsewhere in the report colleagues have set out the detail of what

FODO has been working on for members during the year and the challenges faced in the future.

Subscriptions were increased by 3% in 2018 having maintained level subscriptions in 2017. This has enabled the Board to approve a break-even budget without subscriptions increases for 2019.

As ever, thanks are due to all at FODO team for their hard work, in particular to David Hewlett and Alan Tinger for their major contributions and rigorous financial management, and to FODO Board colleagues for their unwavering support.

Hal Rollason, Honorary Treasurer

Financial report

| Income And Expenditure Account Year Ended 31 December 2018 | | | |
|--|-------|--|-------|
| | 2018 | | 2017 |
| | £000 | | £000 |
| TURNOVER | 1,203 | | 1,139 |
| Administrative expenses | 1,188 | | 1,138 |
| OPERATING SURPLUS / (LOSS) | 15 | | 1 |
| SURPLUS / (LOSS) ON ORDINARY ACTIVITIES BEFORE TAXATION FOR THE FINANCIAL YEAR | 15 | | 1 |

| Balance Sheet 31 December 2018 | | | | |
|--|------|------|------|------|
| | | 2018 | | 2017 |
| | £000 | £000 | £000 | £000 |
| FIXED ASSETS | | | | |
| Tangible assets | | 359 | | 368 |
| Investments | | 500 | | 500 |
| | | 859 | | 868 |
| CURRENT ASSETS | | | | |
| Debtors | 119 | | 98 | |
| Cash at bank and in hand | 24 | | 81 | |
| | 143 | | 179 | |
| CREDITORS: Amounts falling due within one year | 138 | | 198 | |
| NET CURRENT LIABILITIES | | 5 | | (19) |
| TOTAL ASSETS LESS CURRENT LIABILITIES | | 864 | | 849 |
| RESERVES | | | | |
| Income and expenditure account | | 864 | | 849 |
| MEMBERS' FUNDS | | 864 | | 848 |

L S Oliver, Chairman H Rollason, Honorary Treasurer

These summarised accounts are an extract from the statutory financial statements for the year ended 31 December 2018. They, which have been audited by Menzies Chartered Accountants and Registered Auditors, who gave an unqualified audit report on 19 March 2019. The auditors have confirmed to the Directors that these summarised accounts are consistent with the statutory financial statements.

Consultations

This year we have responded to the following consultations on your behalf.

| Organisation | Consultation document | Submitting organisation | Date submitted |
|---|--|---|----------------|
| Health Select Committee | Brexit, Medicines, Medical Devices, and substances of human origin | Optical Confederation and College of Optometrists | January 2018 |
| Health Select Committee | Sustainability and Transformation Partnerships | Optical Confederation and College of Optometrists | January 2018 |
| Department of Health and Social Care | Promoting professionalism, reforming regulation | Optical Confederation | January 2018 |
| National Institute for Health and Clinical Excellence | Quality standard on eye disorders | Optical Confederation | January 2018 |
| National Institute for Health and Clinical Excellence | Dementia – assessment, management and support for people living with dementia and their carers | Optical Confederation | February 2018 |
| NHS England and NHS Clinical Commissioners | Conditions for which over-the-counter items which should not routinely be prescribed in primary care | Optical Confederation | March 2018 |
| General Optical Council | Education Strategic Review, concepts and principles consultation | FODO | March 2018 |
| General Optical Council | Education Strategic Review, concepts and principles consultation | ACLM, FMO & FODO | March 2018 |
| Public Accounts Committee inquiry | Supporting primary care services: NHS England's contract with Capita | Optical Confederation | June 2018 |
| General Optical Council | Draft standards for optical businesses | FODO | August 2018 |
| NHS England | Evidence based interventions | Optical Confederation and LOCSU | September 2018 |

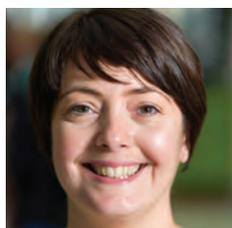
| Organisation | Consultation document | Submitting organisation | Date submitted |
|--|---|---|----------------|
| NHS England and NHS Clinical Commissioners | Draft quality standard on serious eye disorders | Optical Confederation | September 2018 |
| General Optical Council | CET: fit for the future – life long learning review | FODO | September 2018 |
| Professional Standards Authority | A review of the standards of good regulation | FODO | September 2018 |
| NHS England | Developing the long term plan for the NHS | FODO | September 2018 |
| NHS England and NHS Clinical Commissioners | The dementia quality standard | Optical Confederation | September 2018 |
| Health and Social Care Committee | Inquiry into the impact of a no-deal Brexit on health and social care | Optical Confederation | October 2018 |
| Professional Standards Authority | General Optical Council performance review | FODO | October 2018 |
| NHS England | Contracting arrangements for Integrated Care Providers | FODO | October 2018 |
| NHS England | NHS Standard Contract 2019/20 Consultation | Optical Confederation and LOCSU | January 2019 |
| General Optical Council | Education Strategic Review, draft education standards and learning outcomes | FODO | February 2019 |
| General Optical Council | Education Strategic Review, draft education standards and learning outcomes | Optical Confederation (Domiciliary Eye Care Committee response) | February 2019 |

FODO Board and HQ team

Board



Lynda Oliver
Chair
(The Outside Clinic)



Claire Slade
Vice Chair
(Boots Opticians)

Officers

Hal Rollason, Honorary Treasurer (Independent, ex-Black & Lizards, also Chair, FODO Scotland)

Adrian Street, Lead Director for SMEs (Norville Opticians)

Glenn Tomison, Lead Director for Individual Members (self-employed Dispensing Optician and lecturer)

Directors

Stuart Burdett (Vision Express)

Paul Carroll (Specsavers Optical Group)

Jay Ghadiali/Neil Retallic (Vision Express)

Stephen Hannan (Optical Express)

Meena Ralhan (Vision Express)

Giles Smith (Haine & Smith Opticians)

Zoe Smith (Specsavers)

William Stockdale (Optimise, also FODO Northern Ireland)

Alan Tinger (Consultant, also lead director for Business)

Samantha Watson (Boots Opticians)

FODO's Chair, Vice Chair, Officers and non-executive Directors are elected by and from the membership.

HQ team



David Hewlett
Chief Executive

Ann Blackmore (Director of Policy and Strategy FODO)

Harjit Sandhu (Director of Policy and Strategy NCHA)

Peter Fogarty (Senior Policy Officer FODO Ireland and Domiciliary Care)

Alan Tinger (Business Director)

Rajan Verma (Membership Officer)

Giusy Maniscalchi (Member Services Administrator)

Peter Oniovosa (Communications Officer)

Cherie Eveling (Part time – Business Systems & Data Manager)

Sue Silvester, (Part time – Business Systems & Data Manager)

Pavan Thurailingam (Part time Finance Officer)

Jonathan Carey (Executive Assistant to David Hewlett)

Jayne Harrison (Part time Administrative Assistant)

Sheila Briggs (Part time Secretary, FODO Scotland)

Toni Fuorvito (Receptionist co-funded with ABDO and FMO)

Advisers

Professor Steve Taylor, Professional and Scientific Adviser

Shaun King (Shaun King Associates) VAT Adviser

Yvonne Hanley, Human Resources Adviser



FODO

For further information or copies of this report, please contact:

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LONDON W2 6LD

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