



## **THE COLLEGE OF OPTOMETRISTS**

**Docet**

**Activity and Expenditure Report 2024-25**

September 2025

## Contents

Executive summary .....	3
1. Introduction.....	4
2. Expenditure against allocation for 1 April 2024 to 31 March 2025 .....	5
3. Programme management.....	7
4. Docet projects.....	9
4.1 Summary of Docet podcast Sound Optometry .....	9
4.2 Summary of Docet multimedia projects .....	10
5. Annual data and user feedback .....	11
6. Conclusion .....	12
Appendix A: Variation to expenditure .....	13
Appendix B: Docet projects – podcast.....	15
Appendix C: Docet projects – multimedia and webinars .....	17

## Executive summary

Docet (Directorate of Continuing Education and Training) was established in 1989 and since then the College of Optometrists has administered funds from the four UK Health Departments for the provision of continuing education and training / continuing professional development for UK optometrists. As of October 2024, NHS Education Scotland (NES) is no longer funding their proportion of the Docet CPD provision and optometrists working in Scotland no longer have access to the live CPD resources on the Docet site.

For the Docet finance year 2024-25 the total of £552,879 was made available in the form of grants from the four nations, with Scotland funding the first half of the year. See section two for details of expenditure against allocated funds.

Activity in 2024-25 has focused on producing and publishing new online learning content, podcasts and webinars and marketing the content on [Docet.info](https://www.docet.info), Docet's learning management system (LMS).

In 2024-25 we launched 18 courses offering 22 new CPD points:

- The final four parts of Immunology Module 1
- Ten episodes of the Docet podcast Sound Optometry
- Four webinars.

We currently provide 63 CPD points covering all the required GOC domains for optometrists plus several courses for independent prescribing (IP) optometrists.

Project development activity and publications during this year reflected the priority list agreed by the Docet Council for the period of 2022 to 2024. We proceeded to work on our modules in the contact lens and young eye series as well as on topics such immunology, headaches and record keeping, and both safeguarding courses are undergoing a visual and content update.

Highlights this year were the publication of the final four parts of the module on immunology and the high numbers of attendance at our webinars. For a detailed overview of Docet projects please see section four of this report.

Engagement with our online learning site by the target user group of all UK registered optometrists was good and consistent with expectations according to the three-year CPD cycle.

We routinely collect feedback from optometrists who complete CPD exercises, and feedback shows very high user satisfaction. Out of the 19,043 responses we collected, an impressive 97% rated the CET/CPD material overall as either excellent or good.



**Immunology and the Eye**

Five part series

Part 1 and 2 cover the foundation of ocular immunology, allergy, and autoimmune disease for optometrists. Parts 3 to 5 look at the investigation and management of common ocular allergies.

Take the course now >

# 1. Introduction

Docet is a committee established by The College of Optometrists, at the request of the UK Health Departments. Docet's aim is to improve the eye health and eye care of the population through the provision of high-quality continuing professional development (CPD) for all optometrists registered with the General Optical Council (GOC) in the UK.

Docet's programme of activity is made possible by shared funding from the four UK nations, which originally was in proportion both to the numbers of optometrists within each nation and the size of their general populations and equated to the following approximate percentages: England 83%, Scotland 9%, Wales 6%, and Northern Ireland 2%.

As of October 2024, NHS Education Scotland (NES) is no longer funding their proportion of the Docet CPD provision and the budget for 2024/25 reflects this.

Docet's provision used to ensure that all GOC-registered optometrists across the UK are provided with access to high quality, impartial, non-commercial and comprehensive CPD training resources. Since October 2024 optometrists working in Scotland no longer have access to the Docet resources reflecting the withdrawal of the funding.

Docet's Terms of Reference are to warrant that funds are used towards ensuring that optometrists keep up to date with technological and scientific advances and assisting them in acquiring the necessary skills to improve their eye care services.

Since the introduction of the GOC's mandatory CET (Continuing Education and Training) scheme for optometrists in 2005, the focus of Docet's output has been on maintaining current entry-level competence for optometrists, although the aims of Docet are broad enough to allow for other priorities to be identified. At the beginning of 2022 the GOC moved to a mandatory CPD scheme and Docet will continue to support GOC registered optometrists with their training needs to fulfil the GOC requirements under the current scheme.

Docet provides optometrists not only with regular newly designed CPD resources, but also with ongoing access to a comprehensive and expanding bank of past Docet materials made freely available through the learning management system (LMS).

Docet's priorities and activities are agreed by all stakeholders who make up the Docet Council, which meets twice a year. A smaller Executive Committee monitors progress and advises on activity on a more regular basis throughout the year.

Through the meetings of the Docet Council and the work of the Executive Committee, the training advisers, management and administrative staff, Docet has sought to ensure that its activities respond to and address the changing needs of optometrists practising in the UK. Docet aims to maintain the highest standards of quality, impartiality and relevance in the CPD it provides.

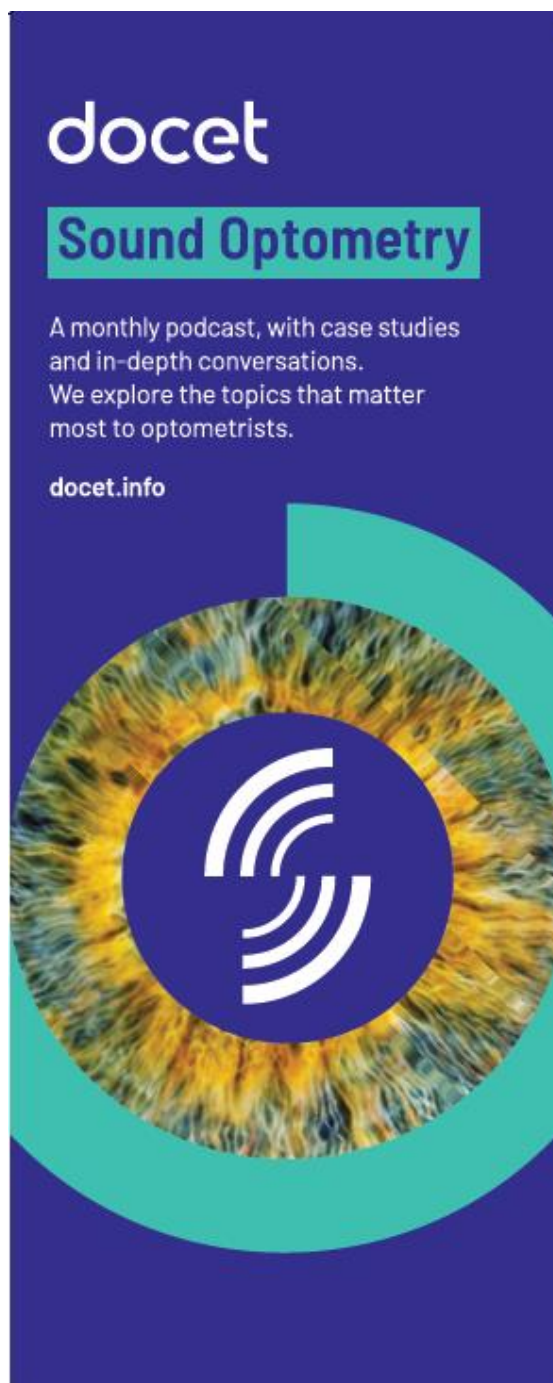
## 2. Expenditure against allocation for 1 April 2024 to 31 March 2025

### 2.1 Docet funding breakdown

NHS Education Scotland (NES) ceased funding Docet in October 2024. The reduced total of £552,879 is the sum of the grants made by the four nations for 2024-25, including the funding from Scotland for April to September 2024. This is serving all 18,756 optometrists registered with the GOC as of 31 March 2025 minus approximately 1,774 Scottish optometrists who lost their access to Docet in October 2024.

**Table 1 – Docet funding breakdown 2024-25**

England	£477,599	86%
Scotland (Apr to Sep '25)	£26,500	5%
Wales	£36,180	7%
NI	£12,600	2%
<b>Total</b>	<b>£552,879</b>	<b>100%</b>



## 2.2 Docet expenditure report 2024-25

Table 2 (below) shows a summary of expenditure against priority areas. As of 31 March 2025, the whole of the £552,879 has been committed to specific projects. Where projects span more than one financial year they are completed with part of the next year's funding.

**Table 2 – Docet expenditure report 2024-25 (incl VAT)**

<b>Activities 2024-25</b>	<b>Allocated</b>	<b>Expenditure 31/03/25</b>	<b>Reallocated Funds</b>	<b>Carried Forward</b>
<b>Distance learning projects</b>				
Sound Optometry	£33,500	£33,336	£164	
Young Eye: Module 4	£10,000	0		£10,000
Young Eye: Module 5	£40,000	£9,931		£30,069
Headaches	£43,780	£16,822		£26,958
Immunology P2	£10,480	0		£10,480
Record keeping	£40,000	0		£40,000
Safeguarding	£63,619	0		£63,619
Training Advisers	£80,000	£101,729	-£21,729	
<b>Online maintenance &amp; development</b>	£80,000	£79,367	£633	
<b>College administration fee</b>	£108,000	£108,000		
<b>Marketing</b>	£45,000	£35,643		£9,357
<b>Communications</b>				
<b>Subtotal</b>	<b>£554,379</b>	<b>£384,828</b>		
<b>Carried forward from 2023/24</b>				
Safeguarding	£26,000	£22,140		£3,860
Young Eye: Module 4	£27,250	£26,012		£1,238
Contact Lenses: Module 5	£50,000	£39,984		£10,016
Record keeping	£25,102	£12,449		£12,653
Young Eye: Module 5	£30,023	£30,023		£0
Immunology P2	£38,374	£16,566		£21,818
Headaches	£10,436	£10,436		£0
Webinar	£5,364	£5,615	-£251	
Training Advisers	£286	£286		£0
<b>Meetings &amp; subsistence</b>	£102	£358	-£256	£0
<b>Marketing</b>	£17,333	£17,333		£0
<b>Communications</b>				
<b>Contingency</b>	£48,500	0	£21,439	£27,061
<b>Subtotal</b>	<b>£278,770</b>	<b>£181,192</b>		
<b>Total</b>	<b>£833,149</b>	<b>£566,020</b>	<b>£0</b>	<b>£267.129</b>

## **2.3 Variation to expenditure**

The allocation from all nations for 2024/25 was £579,379. After Scotland withdrew the funding in October 2025 this was reduced by £26,500 to £552,879. As a direct result of this, Docet made the decision to delay the start of the Cardiovascular project which is reflected in the budget above.

For more details on **variations to expenditure**, please see Appendix A.

## **3. Programme management**

### **3.1 Risk and governance**

The College of Optometrists maintains the Docet funds and high-level risks pertaining to Docet activity are identified and addressed as part of the College's three-year strategic plan. The Docet Executive Committee manages and monitors individual project-related risks and issues, and reports to the Docet Council.

### **3.2 Docet committees**

Under its Terms of Reference, the Docet Council meets twice yearly while the Docet Executive Committee meets four times per year. The requisite elections and nominations are made on an ongoing basis.

### **3.3 Strategy, activity and priorities**

With the 2022-24 CPD cycle finishing at the end of 2024 our focus has been on producing varied, engaging, effective, and high-quality content for optometrists in multiple formats: interactive online learning modules, informative webinars, and the monthly podcast, Sound Optometry. We have also started reviewing our online courses to get them up-dated for the 2025-27 CPD cycle.

The Docet team and Docet Executive Committee have continued to review priorities for the 2025-27 CPD cycle. Although Docet's funding is approved annually, it is necessary to plan projects at least 18–24 months in advance to ensure continuity for our learners and allow sufficient project development time.

We have maintained our commitment to creating effective interactive learning content, offering users high-quality video content, images, and graphics supported by explanations and descriptions in bite-size sections. The content prompts users to test their learning with knowledge questions or activities at regular intervals. During the first CPD cycle, we introduced shorter pieces of learning with the GOC's introduction of half points, while generally keeping individual CPD courses to one hour's duration and releasing longer courses in multiple parts.

Training advisers Philippa Shaw and Catherine Viner fulfil the role as optometrist experts for various multimedia projects. Michelle Hanratty (IP optometrist), our Podcast Adviser supported by Boffin Media, continues to host our podcast, Sound Optometry. Tiffany Joiner provides support for course development and LMS maintenance. Bettina Noelle-Fox, Education Manager Docet CPD, Chee Han Tang, Docet Coordinator, and Angélique Grab, Online Learning Project Manager oversee Docet on behalf of the College under the guidance of Andy Miller, Head of Post-Registration Education.

During 2024-25, we completed the launch of Immunology Part 1, and offered four webinars, and ten episodes of Sound Optometry, totalling 22 CPD points. The library now contains 86 courses. Full details of the distance learning projects undertaken in 2024-25 are provided in Section 4, and Appendices B and C of this report.

We continue to review and improve the LMS and its functionality to ensure it remains user-friendly and can be administered efficiently.

We have engaged in a variety of marketing activities. A breakdown of all marketing and communication activities is provided in the next section.

### 3.4 Marketing and Communications

In 2024-25, Docet focused on several key areas in marketing and communication. We attended Optometry Tomorrow in Telford and posted adverts in Acuity and the College of Optometrists electronic newsletter. We continued engaging with optometrists on social media via LinkedIn and updated our press-packs to help promote Docet courses.

#### 3.4.1 Social media

We promoted our CPD courses, webinars, and podcast episodes on social media, and worked with an external agency to expand our online presence on LinkedIn. As a result, we increased our number of LinkedIn followers by 15%, from 1,012 in April 2024 to 1,166 in March 2025.

#### 3.4.2 Conferences

We attended Optometry Tomorrow 2024 in April in Telford and used the opportunity to raise awareness about the latest programmes we've added online. We created new banners and a leaflet summarising all Docet courses, along with a notebook for reflective learning to support optometrists in line with the GOC CPD requirements.

#### 3.4.3 Promotion

We sent Mailchimp alerts to all database contacts for newly published programmes. We promoted Docet's online resources in the College e-newsletter. We produced one-page advertorials in Acuity, promoting the new courses in Docet:

Summer 2024 Edition: Docet – High Quality CPD

Autumn 2024 Edition: Dementia Webinar

Winter 2024 Edition: CPD for optometrists by optometrists

Spring 2025 Edition: Diabetic retinopathy webinar

We prepared and updated our press packs for all our core programmes and Sound Optometry ready to share with employers who provide CPD training and the Health Departments in Northern Ireland, and Wales.

docet

Your essential  
optometry CPD

Every subject from every angle,  
free for every UK-registered optometrist.

[docet.info](https://docet.info)





## 4. Docet projects

From April 2024 to March 2025, we launched parts 2 to 5 of the Immunology and the Eye module, which were well received by users. Over the year, we delivered four webinars and released 10 episodes of the Sound Optometry podcast, providing a total of 22 CPD points - including five interactive and 17 non-interactive points.

We commissioned one new course, initiated a full update of both Safeguarding courses, and progressed five additional courses currently at various stages of development.

A comprehensive review of the entire Docet catalogue is underway to ensure all courses are continuously updated.

### 4.1 Summary of Docet podcast Sound Optometry

- Episode 38: Evidence-based practice: What, where, why? – Apr 24
- Episode 39: Complaints: Taking the lead (webinar follow-up) – May 24
- Episode 40: Menopause: Effect and cause – Jun 24
- Episode 41: Gene Therapy: Now and in the future – Jul 24
- Episode 42: Presbyopia: Refractive surgery solutions – Sep 24
- Episode 43: Vision Standards: Colour perception and more – Oct 24
- Episode 44: Corneal Conditions (webinar follow-up) – Nov 24
- Episode 45: Vision and Dementia (webinar follow-up) – Jan 25
- Episode 46: Burnout in Optometry: Causes, challenges and solutions - Feb 25
- Episode 47: Chronic Stress: The brain body connection – Mar 25



## 4.2 Summary of Docet multimedia projects

### 4.2.1 Summary of live webinars

- Leadership is not hierarchical: Learning from OCCS complaints – April 2024
- Common Corneal Conditions – Oct 2024
- Dementia and Optometry: Research and Practice – Nov 2024
- PAC, PACS, and PACS+ in Focus: A guide for optometrists – Mar 2025

A recording of the webinars is published on the LMS. Optometrists who could not attend the live session are able to gain one non-interactive point for watching the recording and completing the MCQs.

### 4.2.2 Multimedia (completed)

- Immunology and the Eye M1 P2: Ocular allergy and autoimmune disease
- Immunology and the Eye M1 P3: Allergic eye disease (SAC and PAC)
- Immunology and the Eye M1 P4: Allergic eye disease (AAC, AKC and VKC)
- Immunology and the Eye M1 P5: Allergic eye disease (CLAPC and CM)

## Immunology and the Eye

### Part Four Allergic eye disease (AAC, AKC and VKC)



### 4.2.3 Multimedia (commissioned/in development)

- Headaches – close to finalisation
- Young Eye M4: Children's refractive and BV management – close to finalisation
- Immunology M2
- Record Keeping
- Young Eye M5: Paediatric prescribing challenges
- Safeguarding adults and children for optometrists Level 2 - Update
- Contact Lenses M5: Soft contact lens aftercare (Part 1) – Lens materials and solutions

## 5. Annual data and user feedback

### 5.1 Annual data review

During the period **1 April 2024 to 31 March 2025 (2024/25)** we had consistent engagement with the Docet online learning site by the target user group of all UK GOC-registered optometrists.

2024/25 was the final year in the first CPD cycle after changing from CET to CPD. As in previous cycles, and as shown in the data from the GOC [Provider Forum July 2025], many optometrists completed a majority of their CPD requirements in the final year. This resulted in increased completion numbers compared to the previous year as well as the final year of the previous cycle.

2023/24 was the second year in the CPD cycle. Both enrolment and completion data from the current year increased compared to the previous year.

2021/22 was the final year in the previous CPD cycle, and followed the Covid-19 pandemic, during which time we had record numbers across all our online resources which might explain why the enrolment data from 2021-22 was higher than the enrolment data in the current year.

**8,303 optometrists** visited the site at least once. This is a 9.4% increase in individual users from 7,592 optometrists in the previous year and a 5.2% decrease from 8,755 in 2021/22. Due to the withdrawal of Scottish funding, approximately 1,774 Scottish optometrists lost their access to Docet in October 2024.

Overall, there were **929,861** visits to the LMS in this period, which is a 49% increase compared to 624,126 visits for the same period last year and a 94.1% increase from 479,011 in 2021/22.

We had **23,556 enrolments** in learning during this year. This is an increase of 17.8% from 19,994 enrolments in the previous year and a decrease of 11% from 26,456 enrolments in 2021/22.

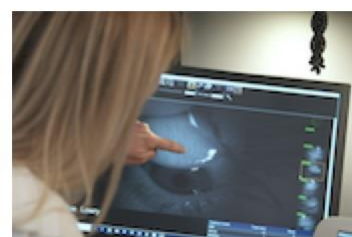
During 2024/25, 5,238 individuals **completed 15,032 courses**. This is an increase of 16.4% from 12,909 completions in the last year and an increase of 6.2% from 14,151 in 2021/22.

The most visited courses were Safeguarding Children and Adults for Optometrists, followed by Immunology, and the modules on Anterior Eye, AMD, and Glaucoma. There were 3,505 combined enrolments to the podcast Sound Optometry.

#### **Dry Eye Disease: Part 1 - Pathophysiology and epidemiology**

*'I am interested in setting up a dry eye clinic and this is a good starting point introduction on improving my understanding.'*

Optometrist in a multiple setting



A further **3,468 CPD** points were achieved by optometrists attending the following four **webinars**:

- Leadership is not hierarchical: Learning from OCCS complaints
- Common Corneal Conditions: What every optometrist needs to know!
- Dementia and Optometry: Research and practice
- PAC, PACS, and PACS+ in Focus: A guide for optometrists.

Please see the Annual Data Report 2024-25 for further details.

## 5.2 User feedback

We routinely collect feedback from optometrists who complete CPD exercises, and feedback shows very high user satisfaction. Out of the 19,043 responses we collected, 98% rated the CPD material overall as either excellent or good.

For user comments please see the quotes in this report and in Appendix A of the Data Report 2024-25.

We continue to analyse user feedback on all courses on a regular basis and use the findings to inform further developments.

### **Glaucoma: Part 3 - Assessment (Anterior segment and anterior chamber angle)**

*'Information within the course such as gonioscopy and grading will be put into practice as I begin training within this field. I find the course very useful and the videos are a good visual tool.'*

Optometrist in hospital setting



## 6. Conclusion

In 2024-25 our activity focused on supporting optometrists during the final year of the CPD cycle with easily accessible online learning content, podcasts and webinars. We continued to provide a dynamic range of core clinical content in a variety of formats for our learners.

The user feedback from all users completing CPD is consistently positive.

The focus for Docet in 2025-26 will be to continue our work as CPD provider producing and offering high-quality CPD resources and promoting a move towards lifelong learning. This will include a new series of ten podcasts, a range of webinars, alongside a variety of multimedia online resources. We will continue to support our learners in developing their clinical skills and fulfil their professional CPD requirements. This in turn will enable optometrists to deliver the highest standard of care in a professional landscape that is undergoing change because of workforce developments in the sector.

## Appendix A: Variation to expenditure

### 1. Contact Lenses: Module 5

The proposed budget for the fifth part of the contact lens series is £100,000 and the budget of £50,000 was carried forward from 2023-24. In 2024-25 we spent £39,984 and carried over £10,016. The project is scheduled for completion in Spring / Summer 2026.

### 2. Headaches

The Headache project started in January 2022 with a proposed budget of £100,000. In 2021-22 we allocated a budget of £50,000 to this project. We spent £47,832 and carried forward the remaining £2,168 to 2022/23. We allocated £40,000 of the 2022-23 fund. In 2022-23 we spent £38,732 and carried forward £3,436 and allocated £7,000 of the 2023-24 fund. In March 2024 we were notified that the agency who was working on this project had gone into administration. We managed to retrieve all the assets, did a tender for the project and commissioned a new agency to complete the project. We carried over £10,436 and allocated an additional £43,780 of the 2024-25 budget. We spent £27,258 in 2024/25 and carried forward £26,958. The project is scheduled for completion in autumn of 2025.

### 3. Immunology Module 2

The Immunology Project Module 2 will follow on from Immunology M1 and was commissioned in 2021-22. We allowed an overall budget of £88,000 for this project and allocated £40,000 in 2021-22. Due to the delay of Immunology M1, the decision has been made to delay the kick off for this project and we have carried forward the entire budget of £40,000 to 2022-23 and allocated £10,000. In 2022-23 we spent £19,173, carried over £30,827 and allocated £26,720 of the 2023-24 funds. In 2023-24 we spent £19,173 and carried over £38,374. In 2024-25 we allocated £10,480 of the 2024-25 budget. We spent £16,556 and carried over £32,298. The project is scheduled for completion in March 2026.

#### Immunology and the eye: Part 2 – Ocular allergy and autoimmune disease

*'I feel this CPD helped me understand how the immune system works in the eye. It has improved my understanding of ocular allergy and autoimmune disease involving the eye.'*

Optometrist in a multiple setting



### 4. Marketing Communications

In 2023-24 we allocated £70,000 for marketing and communications based on the expenditure of the previous year. We only spent £52,667 in 2023-24 and carried £17,333 forward towards the 2024-25 budget. We allocated £45,000 of the 2024-25 budget towards marketing and spent £52,976. We carried £9,357 forward towards the 2025-26 marketing budget.

## 5. Record Keeping

In 2022-23 we allocated £40,000 to start a project on record keeping however due to delays in some of the other projects the project was not started. The budget was carried over and we allocated £10,000 of the 2023-24 funds. In 2023-24 we spent £24,898 and carried over £25,102. In 2024-25 we spent £12,449 and carried over £56,653. The project is scheduled for completion in Spring 2026.

## 6. Safeguarding

In 2024-25 we had £26,000 of committed funds for redevelopment from previous years and allocated a budget of £60,400 to update both Safeguarding Courses in readiness for the next CPD cycle starting in January 2025. There were delays due to availabilities from SMEs and we only spent £22,140 in 2024-25 and committed £67,479 for the 2025-26 budget. The Safeguarding Adults Course is scheduled for completion by Autumn 2025 and the Children Course by January 2026.

## 7. Training Advisers and support

In 2024-25 we allocated £80,000 towards Training Advisers and Support. As we had to rely more heavily on external SMEs for non-optometric topics, we spent £102,729. The overspend of £21,729 was covered by the contingency budget.

## 8. Young Eye: Module 4

The fourth module of the young eye series was commissioned to start in 2021-22. We allowed an overall budget of £100,000 and allocated £40,000 for 2020-21 for this project. As all Docet resources were focused on the move from CET to CPD at the latter part of 2021, the project was only started in May 2022. £40,000 were carried forward and another £40,000 were allocated in 2022-23. We spent £49,800 and carried forward the remaining £30,200 and allocated £9,500 from the 2023-24 budget. Due to expert availability the project progressed slower than expected and we only spent £12,450 in 2023-24. We carried forward £27,250 and allocated the final amount of £10,000 from the 2024-25 budget. We spent £26,012 and carried forward £11,239. Currently, the project is scheduled for completion in Autumn 2025.

## 9. Young Eye: Module 5

The fifth module of the young eye series was commissioned to start in 2023-24. We allowed an overall budget of £100,000 and allocated £50,000 for 2023-24 for this project. We spent £19,977 in 2023-24. We carried over £30,023 and allocated £40,000 of the 2024-25 budget. In 2024-25 we spent £39,954. The project is scheduled for completion in Spring 2026.

### **The Young Eye: Assessment of Vision, Part 1 - Birth to 12 months**

*'Excellent delivery good balance of professionals and real patient experiences.'*

Optometrist in a multiple setting





## Appendix B: Docet projects – podcast

### 1. Sound Optometry

The Docet podcast, Sound Optometry, has established a devoted following, with numbers showing that the focus on topics closely related to everyday optometric practice is well received by our listeners. We released ten new episodes throughout the year, each featuring 25 to 30-minute interviews. These episodes combine Q&A sessions following Docet webinars and episodes with patient case studies and expert interviews. Accompanying reading materials that bring each topic to life are provided for users who wish to gain CPD points.

Since the first podcast was published in June 2020, we have released 47 episodes with a combined listenership of more than 97,000 listens on the podcast platform Audioboom by the end of March 2025, with more than 21,000 listens in 2024-25 alone. After consistent increases over the years, this is the first time we have recorded a 15% decrease from the previous year.

Since we launched Sound Optometry in 2020 the number of optometric podcasts has increased and there is more competition for this audience. Another explanation for the slight decrease in numbers could be the selection of topics in this particular year. Whereas in 2023-24 most episodes covered clinical topics such as Glaucoma, Diabetic retinopathy, Cataract surgery, YAG and SLT and Dry AMD, the episodes in 2024/25 were covering a broader range of topics such as Evidence based-practice, Complaints, Menopause, Vision standards, Burnout and Chronic Stress. From our core programmes and webinars, we know that clinical content always attracts higher engagement.



#### 1.1. Episode 38: Evidence-based practice – What, where, why?

Michelle Hanratty is joined by IP optometrists Paramdeep Bilkhu and Alan Hawrami to discuss how to apply evidence-based practice in optometry. They explore evaluating research, clinical decision-making, and the role of patient-centred care. The episode also covers communication strategies for informed consent.

Issued in: April 2024 with one non-interactive CPD point.

#### 1.2. Episode 39: Complaints – Taking the lead – Webinar follow-up

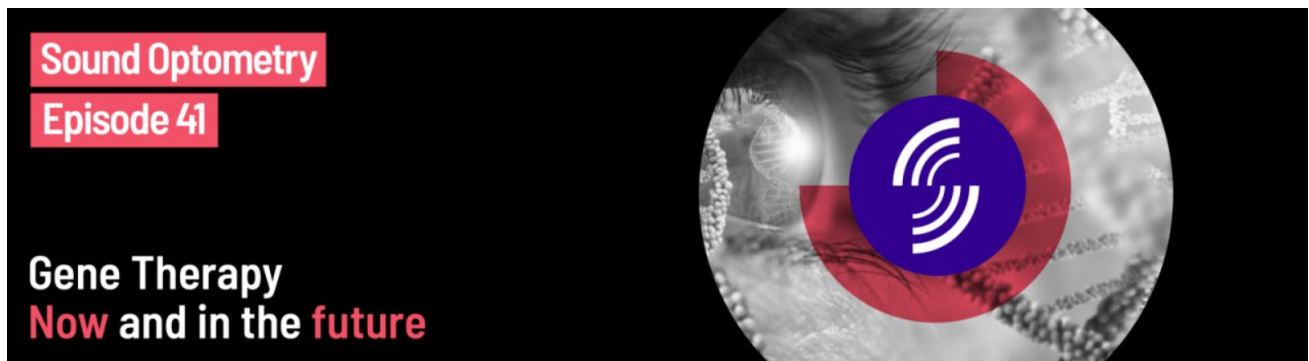
Handling complaints professionally is a core part of optometric practice. Michelle Hanratty speaks with Dawn Slocombe and Richard Edwards from OCCS about managing complaints effectively, preventing escalation, and communicating clearly with patients. Insights from the AOP are also shared.

Issued in: May 2024 with one non-interactive CPD point.

### 1.3. Episode 40: Menopause – Effect and cause

Menopause can have a significant impact on eye health, including dry eye and possible links to glaucoma. Michelle Hanratty explores the science with Dr Stuti Misra and discusses the patient experience and communication strategies with consultant ophthalmologist Julia Sen.

Issued in: June 2024 with one non-interactive CPD point.



### 1.4. Episode 41: Gene therapy – Now and in the future

Gene therapy offers new hope for inherited and age-related eye diseases. Michelle Hanratty talks to consultants Omar Mahroo and Robert Henderson about how gene therapies work, their impact, and the role of optometrists in managing patients undergoing treatment.

Issued in: July 2024 with one non-interactive CPD point.

### 1.5. Episode 42: Presbyopia – Refractive surgery solutions

Presbyopia is common, but some patients seek surgery to reduce dependence on glasses. Michelle Hanratty explores surgical options with Clare O'Donnell, Amir Hamid and Sundeep Vaswani, covering patient communication and post-surgical care in practice.

Issued in: September 2024 with one non-interactive CPD point.

### 1.6. Episode 43: Vision Standards – Colour perception and more

Optometrists often advise patients on occupational vision standards. Michelle Hanratty visits Professor John Barbur to learn about vision testing and standards and hears from Ian Trimmer about how to deliver difficult news when career options are affected.

Issued in: October 2024 with one non-interactive CPD point.

### 1.7. Episode 44: Corneal Conditions – Shape and clarity – webinar follow-up

This episode looks at common corneal conditions, including keratoconus and corneal dystrophies. Professor Sai Kolli discusses diagnosis and referral, while Michelle Hanratty speaks with a young patient and his mother about early detection and communication.

Issued in: November 2024 with one non-interactive CPD point.



### 1.8. **Episode 45: Vision and Dementia – Modifying risk for better outcomes – webinar follow-up**

Visual impairment is a modifiable risk factor for dementia. Michelle Hanratty explores this link with Dr Rakhee Shah and learns how to optimise eye exams for dementia patients with Simon Raw. Fadi Alfaqawi provides insight into the consent process for surgery.

Issued in: January 2025 with one non-interactive CPD point.

### 1.9. **Episode 46: Burnout in Optometry – Causes, challenges & solutions**

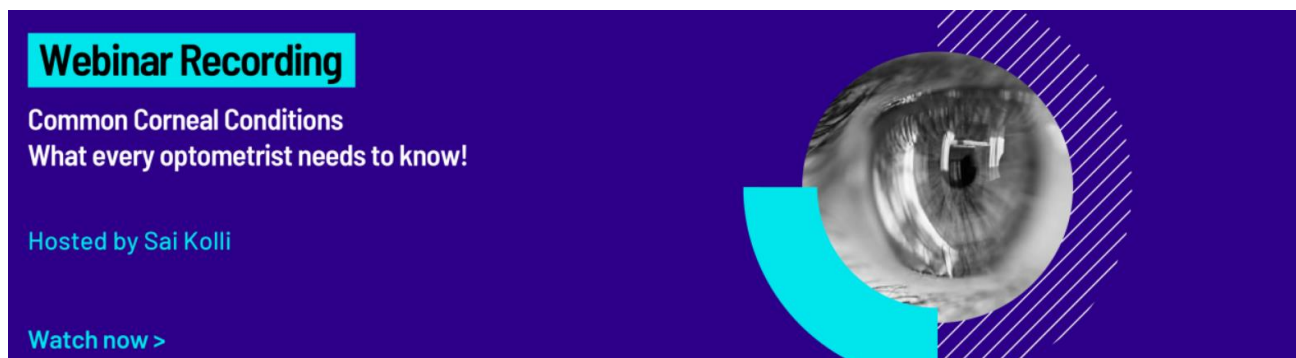
Burnout is increasingly common among optometrists. Michelle Hanratty and Neil Retallic examine causes and preventative strategies. Consultant psychiatrist Dr Nicholas Taylor discusses how to recognise signs of stress and support mental health in practice.

Issued in: February 2025 with one non-interactive CPD point.

### 1.10. **Episode 47: Chronic Stress – The brain-body connection**

Chronic stress can have serious health impacts. Michelle Hanratty is joined by Professor Anna Whittaker and Professor Vanja Duric to explore the physiological and neurological effects of stress and how optometrists can take steps to reduce long-term damage.

Issued in: March 2025 with one non-interactive CPD point.



## **Appendix C: Docet projects – multimedia and webinars**

### **1. Common Corneal Conditions (Webinar)**

Professor Sai Kolli, consultant ophthalmic surgeon, talks about corneal dystrophies frequently encountered in practice. He discusses the management and referral criteria for patients, including conditions such as keratoconus and Fuchs endothelial corneal dystrophy.

The webinar ran end of October 2024 with one interactive point available. The recording is accessible with one non-interactive CPD point on the LMS.

## 2. The Contact Lenses series

To give the best advice and recommendations to a patient, an optometrist needs to understand a wide range of lenses and solutions and how best to manage contact lens patients in the context of modern lifestyles. Docet has previously published the following modules:

- Contact Lenses Module 1: Core Skills – Fitting and aftercare (2017)
- Contact Lenses Module 2: Fitting astigmatic patients (2018)
- Contact Lenses Module 3: Fitting children with contact lenses (2022)
- Contact Lenses Module 4: Presbyopic contact lens fitting (2023)

The focus of the next modules is on soft contact lens aftercare. The first part, covering lens materials and solutions, is already underway. A second part, which will address common soft lens complications, will follow. The series will conclude with a final module introducing complex contact lens fitting.

### 2.1. Module 5 – Soft contact lens aftercare (Part 1) – Lens materials and solutions

The publication of the CLEAR report during 2021 has summarised contact lens (CL) research papers and the module will inform optometrists on the most up-to-date evidence to use in their clinical practice.

The module is split into 5 Units covering the following areas:

- **Unit 1**
  - Importance of evidence-based practice
- **Unit 2**
  - Soft CLs: Oxygen permeability, water content, wettability and other properties
- **Unit 3**
  - Lens solutions and properties: Disinfection, compatibility, tear film interactions
  - Blister pack solutions and lubricating drops
  - Lens care systems
- **Unit 4**
  - Assessing ocular effects of CLs and care systems
  - The eyelids, tear film and adnexa
  - Conjunctiva
  - Cornea
- **Unit 5**
  - Three Patient Case Studies

This project was started in 2024, and the full content outline is completed. First drafts of Units 1 and 2 have been reviewed. The project is currently scheduled for completion in Spring 2026.

### 3. Dementia and Optometry: Research and Practice (Webinar)

Dr Rakhee Shah, an optometrist with experience in optometric research, education, and clinical practice, presents the latest research on dementia and its implications for optometry. Mr Simon Raw, an optometrist specialised in domiciliary optometry and care for older adults, discusses how to tailor eye examinations to meet the needs of patients with dementia and shares strategies to ensure they feel safe and comfortable throughout the process.

The webinar ran end of October 2024 with one interactive point available. The recording is accessible with one non-interactive CPD point on the LMS.

#### **Recorded lecture: Dementia and Optometry: Research and practice**

*'As a domiciliary optician, I have definitely picked up extremely useful tips and things I can add when testing my patients with dementia. It was interesting to learn the more academic side behind dementia but definitely the practical implications were well received.'*

Domiciliary optometrist



### 4. Headaches

This is an area of concern to optometrists following some high-profile cases; it is also one of the most common presenting symptoms for optometrists. The course is split into two parts:

- Part 1: Wrapping your head around headaches
  - What are headaches?
  - The headache files - case studies
  - Red flags
- Part 2: Headache types and how to address them
  - Headaches due to non-ocular causes
  - Headaches due to ocular causes
  - Headaches and everyday life
  - The headache files - case studies
  - Bringing it all together

This project started in January 2022. It was delayed due to various factors, including the agency working on it going into administration in 2023. We have tendered for a new agency, who took over in June 2024. The project is now in the final stages of review and scheduled for completion in Autumn 2025.

### 5. Immunology and the eye – Module 2

Following Immunology Module 1, the second module covers systemic autoimmune disease with ocular effects. The module will cover key points of common autoimmune conditions and outline their main features (eg prevalence, aetiology, overview of the condition, presenting ocular signs and symptoms).

Conditions covered will include:

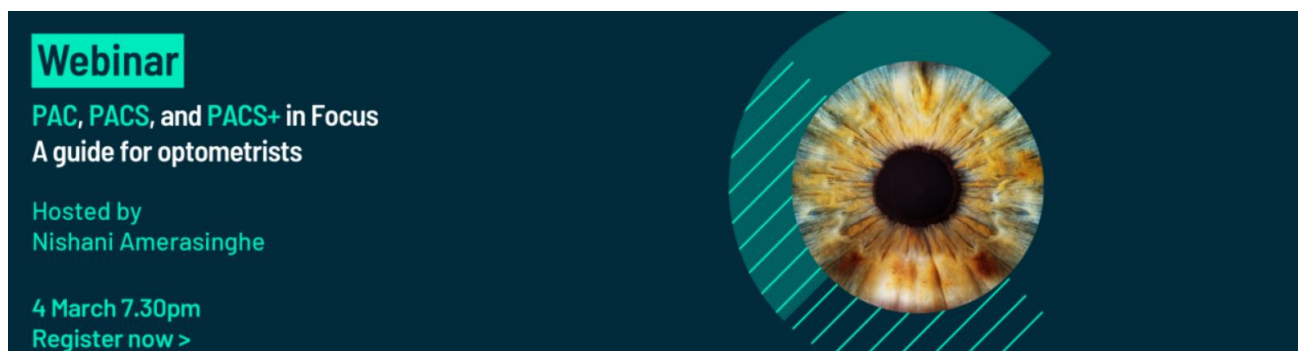
- Arthritic conditions (Rheumatoid arthritis, Juvenile arthritis, Ankylosing spondylitis, Reiter's syndrome, Psoriatic arthritis)
- Sarcoidosis
- Inflammatory Bowel Disease (including celiac disease)
- Multiple Sclerosis (MS)
- Systemic lupus erythematosus (SLE)
- Myasthenia gravis
- Giant Cell arteritis
- Thyroid AI conditions (eg Graves' disease, Hashimoto's)
- Sjogrens
- Type 1 diabetes (overview only)
- Post viral infection
- Long-term effects on the immune system and consequently the eye (eg chronic fatigue syndrome, and some evidence post-COVID).

The project started in October 2023. All the fact sheets are signed off, two out of four units are built on Adapt and half of the animation storyboards completed. Filming is scheduled for September, and the project is scheduled for completion in Spring 2026.

## **6. Leadership is not hierarchical: Learning from OCCS complaints (Webinar)**

This webinar and recorded lecture presented by Richard Edwards, clinical consultant to the Optical Consumer Complaints Service (OCCS), aims to remind delegates of the leadership responsibilities essential for accountable and safe clinical care.

The webinar ran in April 2024 with one interactive point available and the recording is available with one non-interactive CPD point on the LMS.



## **7. PAC, PACS, and PACS+ in Focus: A guide for optometrists (Webinar)**

This session looks at the 2022 update of the Royal College of Ophthalmologists' guidelines on angle closure disease. Consultant Ophthalmic Surgeon Ms Nishani Amerasinghe provides an overview of PAC, PACS, and PACS+, explaining how to assess risk, recognise symptoms, and conduct effective examinations. She also outlines best practices for managing patients appropriately.

The webinar ran in March 2025 with one interactive point available. The recording is accessible with one non-interactive CPD point on the LMS.

## 8. Record keeping

In 2023 Docet has identified record keeping as a priority project. Recording clinical information is a constant feature of day-to-day life all for healthcare professionals, including optometrists. It is such an integral part of professional life, but we rarely review what we record.

This is an area of concern to many optometrists as poor record keeping can lead to poor patient management, complaints, including GOC referrals, and litigation.

The course aims to increase optometrists' understanding of good record keeping and legal requirements and expectations that will ensure a good level of continuity of patient care and reduce the risk of complaints and litigation.

This project started in January 2024. The module features six patient case studies with a mixture of electronic and paper records. The six case studies are drafted, and storyboards for five of them completed. The project is scheduled for completion in Spring 2026.

## 9. Safeguarding Adults and Children for Optometrists (Level 2)

The current Safeguarding courses available on the Docet website are now six years old. Although they were reviewed and updated in 2022, a full revision of both content and look and feel is presently underway. The updated course will reflect clinical and legal developments, feature revised and expanded case studies, and introduce a refreshed visual design.

- The Safeguarding Adults course is going through final review and is scheduled for publication in Autumn 2025.
- The Safeguarding Children script is in the final stages of completion, and the course is scheduled for publication at the beginning of 2026.

## 10. The Young Eye series

Since 2018 Docet has developed a series of related modules on the young eye and children's vision. The series covers the following key areas:

- Embryology [published in September 2018]
- Development of vision [published in October 2021]
- Assessment of vision from birth to 18 years [published in Nov 2022]

The focus of the next couple of modules is on children's refractive and binocular vision management and paediatric prescribing challenges respectively. The series will conclude with a final module medical paediatric disease and disorders.

### 10.1. Module 4 – Children's Refractive and BV Management

Module 4 of the Young Eye series focuses mainly on hypermetropic and anisometropic children, although discussion of prescribing for myopes will also be covered. We will be looking at four cases: Hyperope with high risk of eyes turning in; Hyperopic prescription but decision is made to not prescribe spectacles; Anisometropic patient ending up with amblyopia; Young myope – managing myopia.

Content across the four case studies will include:

- When to carry out a cycloplegic refraction
- When to prescribe
- What to prescribe
  - Refraction
    - Consideration of amblyopia
    - Anisometropia/ametropia
    - Modification of Rx
  - Amblyopia treatment
    - Occlusion
    - Penalisation
    - Binocular
    - Within and outside traditional critical period
- When to review
- When to refer
- Practice based management of BV issues
  - Eg convergence insufficiency, convergence excess
  - Orthoptic exercises that may be prescribed/recommended in community practice.

This project was started in May 2022. We have finalised the first review of all four Units on Adapt. The project is scheduled for completion in Autumn of 2025.

## 10.2. Module 5 – Paediatric prescribing challenges

Module 5 in the Young Eye Series will focus on how to provide the best visual correction for child patients. We will be looking at four patient case studies covering interpretation of prescription, lens and frame choices as well as how to communicate with different types of carers.

- Myopia management: Ben, eight years old, strongminded carer and shy child
- Amblyopia: Louis, six years old, carer not convinced of the problem, child easily distracted
- Hyperopia and esophoria: Gracie, three years old, worried carer, child has Down's syndrome
- Anisometropia and aniseikonia: Miya, 12 years old, carer with strong views and own experience growing up with glasses, child opinionated and against glasses

This project started in December 2023, first draft storyboards are completed, filming was done in August, and the project is scheduled for completion in Spring 2026.

### AMD: Part 4 - Patient case studies

*'This course explored various case scenarios, presentation and management. Thus afford me the perspective of providing advice and management plan based on patients needs and lifestyle situation.'*

Optometrist in a multiple setting

