

Service Summary

Community Urgent Eyecare Services (CUES)

Overview

The Community Urgent Eyecare Services (CUES) provides urgent assessment, treatment or referral for sudden onset eye problems such as flashes, floaters, vision loss or minor eye injuries.

CUES is commissioned by Integrated Care Boards across England and is provided by Primary Eyecare Services via a network of primary care optometry practices and in collaboration with Local Optical Committees.

Service Information

Referral and Entry Points

- Signposting to the service can be done by the NHS 111 service, pharmacies, A&E, Urgent Eyecare Centres and GP surgeries (by care navigators, nurses and GPs) via the Primary Eyecare Service Hub by calling 0300 303 4922, Monday to Saturday 9am-5pm.
- The CUES service is for patients presenting with acute eye problems including but not limited to: Red/sore/itchy/painful eyes, flashes and/or floaters in the vision, sudden onset visual disruption/distortion and suspect foreign bodies.
- Patients can also self-present to an accredited optical practice.
- Accredited practices can be found via www.primaryeyecare.co.uk and the 'Find a Practice' tool.
- The patient will be triaged (by optical practice or PES Hub) and, following eligibility approval, the patient is given either a telemedicine or face-to-face appointment with a CUES clinician within 24 hours.
- If initial assessment is via telemedicine and a face-to-face appointment is required, this will be booked within 24hrs -5 days, determined by clinician at telemedicine assessment.

Consultation Outcomes

- Following assessment, the patient may be managed by the practitioner and discharged or put on a treatment plan with arranged follow up or referred to their GP or to secondary care.
- Where a patient requires referral to ophthalmology for urgent/routine treatment, the practitioner does this directly, and the GP practice receives an outcome notification.
- GP surgeries receive a notification of outcome for every CUES episode via their DOCMAN system. GP action is only required where the outcome of CUES has been "referral to GP". Onward referrals to the Hospital Eye Service are completed by the practitioner via eERS.
- Where a medicine is required, this patient will be directed to how to obtain this by the practitioner, this varies on commissioning agreements and could be via a commissioned pharmacy service, direct supply from practice, or written order (NHS or Private).

Help and Support

See the OPERA Help Section, contact us through the Blue Bubble or email hello@referral.support



Inclusion/Exclusion Criteria

Inclusion	Exclusion
<ul style="list-style-type: none"> • All Ages • Acute Symptoms • Red Eye • Sore/Painful/Itchy Eye • Suspect Foreign Body • Flashes/Floaters • Sudden Onset Visual Changes/Distorted Vision 	<ul style="list-style-type: none"> • Chronic/Long Standing Symptoms • Symptoms Indicative of Stroke/TIA (follow stroke pathway) • Headaches Without Visual Symptoms • Contact Lens Complications (patients should be directed to the optician that provides their contact lenses – where this is not possible the patient can utilise CUES)

