



Devon hospital ophthalmology referral guidelines (July 2021)

Where MECS or CUES is not commissioned, and patients do not wish to pay for a private consultation then practices should supply the following telephone numbers for patients to call for advice and guidance. These patients should not be seen under GOS.

Hospital	Patient telephone number
North Devon District Hospital	01271 314181 or NHS 111
Plymouth – REI	01752 439330 or NHS 111
Royal Devon and Exeter	NHS 111
Torbay Hospital	01803 655088 or NHS 111

EMERGENCY REFERRALS (To be seen within the next working day)

Emergency referrals should be sent directly to the nearest hospital eye service (**NOT** Devon Referral Support Services – DRSS)

Complete the patient referral form and give the patient a copy to take with them to the eye department

Hospital	Telephone number (registrants only)	NHS email address
North Devon District Hospital	01271 322461 (8am-8pm Mon-Fri) 01271 322577 (All other times)	ndht.eyes@nhs.net
Plymouth – REI	01752 439330 (8.30am-6pm Mon-Fri) 01752 439330 (9am-1pm Sat – Sun) 01752 202082 (All other times)	plh-tr.reiuc@nhs.net
Royal Devon and Exeter	01392 404955 (9am-6pm) 01392 411611 (All other times)	
Torbay Hospital	01803 655088 (9am - 5pm) option 5 01803 614567 (5pm– 9am) Switchboard	tsdft.ophthalmology@nhs.net

WET AMD AND URGENT REFERRALS (To be seen between 2 days and 2 weeks from referral)

Wet AMD and urgent referrals to be sent via Devon Referral Support Services

1. Complete the DRSS referral form and mark as Wet AMD or Urgent
2. Email the referral form to DRSS via d-ccg.drss-admin@nhs.net (ONLY FROM AN NHS EMAIL ADDRESS)
3. The patient will be contacted by DRSS or the local hospital to arrange appointment (give the DRSS info-card to the patient as a safety net)

ROUTINE REFERRALS (To be seen as required by condition (over two weeks))

Routine referrals to be sent via Devon Referral Support Services

1. Complete the DRSS referral form and mark as Routine referral
2. Email the referrals form to DRSS via d-ccg.drss-admin@nhs.net (ONLY FROM AN NHS EMAIL ADDRESS)
3. Give the patient the DRSS info-card with telephone numbers to use – inform patient to contact DRSS in 5 working days to arrange appointment (DRSS open 8am – 5pm Monday – Friday)

DRSS patient telephone number: 01626 883897 / DRSS local patient helpline: 01626 883 888

REFERRAL TO THE GP: For conditions that can be handled by the GP

Referrals should be made direct to the GP for any conditions eligible for treatment by GP