

## URGENT AND EMERGENCY REFERRALS CONTACT LIST

**Referring clinician must contact the relevant department as instructed below, prior to referral**

All patients must be accompanied by a letter otherwise, at some hospitals, they will be sent to A & E first, which may delay treatment.

**NON-URGENT AND ROUTINE REFERRALS MUST GO VIA CHEC IN S+W HERTS OR GP IN E+N HERTS**

(Except where a Px SPECIFICALLY asks for a given provider for a Cataract Referral)

LOCATION	HOSPITAL & ADDRESS	TEL NO	OPENING HOURS	EMAIL ADDRESSES AND OTHER INFORMATION
Aylesbury	Stoke Mandeville Mandeville Road, Aylesbury HP21 8AL	01296 315939	Mon - Fri 9:00 - 17:00, Sat & Sun 10:00 - 16:00	<ul style="list-style-type: none"> <li>• <a href="mailto:Buc-tr.buckseyecas@nhs.net">Buc-tr.buckseyecas@nhs.net</a></li> <li>• Doctor on call 24 hours every day except Christmas</li> <li>• Routine Referrals to <a href="mailto:bht.ophtalmologyoutpatients@nhs.net">bht.ophtalmologyoutpatients@nhs.net</a></li> </ul>
Bedford	Bedford (South Wing) Kempston Road Bedford MK42 9DJ	01234 792643	Mon - Fri 9:00 - 17:00	<ul style="list-style-type: none"> <li>• Out of hours, ring L &amp; D ophthalmologist on call 01582 491166</li> </ul>
Cambridge	Addenbrooke's Hills Road Cambridge CM2 0QQ	01223 245151 (switchboard)  Patients can call 01223 217778	Mon - Fri 8:15 - 21:00	<ul style="list-style-type: none"> <li>• For emergencies, email <a href="mailto:add-tr.emergencyeye@nhs.net">add-tr.emergencyeye@nhs.net</a> Mon to Fri, 9 to 4. Outside these hours, phone the on-call ophthalmologist via switchboard if immediate triage needed</li> <li>• For wet AMD email <a href="mailto:add-tr.amd@nhs.net">add-tr.amd@nhs.net</a> if emergency</li> <li>• Advice &amp; guidance (for Optoms only), Mon to Fri, 9 to 5: Call 01223 254444, leave a message, they will call you back or email <a href="mailto:add-tr.optomadvice@nhs.net">add-tr.optomadvice@nhs.net</a></li> <li>• All other referrals (including "soon" conditions like branch retinal vein occlusions) should still go via GP</li> <li>• Direct cat referrals should go directly by e-mail to <a href="mailto:add-tr.NHSOutpatientReferrals@nhs.net">add-tr.NHSOutpatientReferrals@nhs.net</a></li> </ul>
CHEC Watford (Routine referrals in S+W and AMD Urgent Pathway)	Community Eyecare, Cataract and Surgical Centre, Unit 42B, Atria Shopping Centre, 83-87 High Street, Watford, WD17 2UB	01923 919406  Clinical Helpline 0344 264 4162  Patient Helpline (bookings, etc): 0330 100 4730	8am till 6pm, Monday to Friday	<ul style="list-style-type: none"> <li>• <a href="mailto:chec.watford@nhs.net">chec.watford@nhs.net</a></li> <li>• Advice and guidance: <a href="mailto:advice.chec@nhs.net">advice.chec@nhs.net</a></li> <li>• Please also use your normal CHEC login portal.</li> <li>• There is a wet AMD referral pathway: <a href="mailto:chec.wetamd@nhs.net">chec.wetamd@nhs.net</a></li> <li>• Website: <a href="https://chec.uk/">https://chec.uk/</a></li> <li>• Non-urgent matters WITHOUT px details, such as portal registration: <a href="mailto:engagement@chec.uk">engagement@chec.uk</a></li> </ul>

Harlow	Princess Alexandra Hamstel Road Harlow Essex CM20 1QX	01279 827391 Ext 4910 Direct line: 01279 827158  (Switchboard: 01279 444455)	9am-5pm Mon to Friday (excluding bank holidays).  Outside of these hours, for PAH referrals, please <a href="#">CLICK HERE</a> for advice.	<ul style="list-style-type: none"> <li>● <b>CALL FIRST. Do not send to the hospital without speaking to someone in the eye dept. Phone 01279 454910 (This number is NOT to be given to patients.) or Email: <a href="mailto:tpa-tr.ophtalmology@nhs.net">tpa-tr.ophtalmology@nhs.net</a></b></li> <li>● Urgent cases to be booked in: <ul style="list-style-type: none"> <li>● Retinal detachment/Retinal tears</li> <li>● Cornea ulcer and perforations/laceration</li> <li>● Trauma</li> <li>● Herpes Keratitis</li> <li>● Acute diplopia</li> <li>● Sudden loss of vision</li> <li>● Scleritis</li> <li>● Acute closed angle glaucoma</li> <li>● Uveitis</li> </ul> </li> <li>● Send to email: <ul style="list-style-type: none"> <li>● Wet AMD</li> <li>● Vein Occlusions</li> <li>● Proliferative DR</li> </ul> </li> <li>● If possible, please use the form <a href="#">HERE</a> for your referral</li> <li>● Please send dry eye, blepharitis, chalazion, floaters, episcleritis to the nearest MECS</li> <li>● Patients with wet AMD should either be sent into A&amp;E or the optometrist should telephone the department first on 01279 827158,</li> <li>● or try 01279 827 391 extn 3018 or 3090</li> </ul>
Herts Vision Loss	2 Brownfields Welwyn Garden City Herts AL7 1AN	01707 324680		<ul style="list-style-type: none"> <li>● Delivering services and support for the visually impaired in the community and at hospitals</li> <li>● Email: <a href="mailto:office@hertsvisionloss.org.uk">office@hertsvisionloss.org.uk</a> Web: <a href="http://hertsvisionloss.org.uk">hertsvisionloss.org.uk</a></li> </ul>

Luton and Dunstable	Luton and Dunstable Hospital Lewsey Road Luton Bedfordshire LU4 0DZ	01582 718320 Bleep: 888  01582 491166	Mon - Fri 9:00 - 12:00 and 14:00 - 16:30  Mon - Fri 17:00 - 21:00, w/ends & BH	<ul style="list-style-type: none"> <li>Secure email: <a href="mailto:ldophthalmology@nhs.net">mailto:ldophthalmology@nhs.net</a></li> <li>After 21:00, go to A&amp;E or MEH .</li> <li>“Acute” and “Emergency” referrals via your <a href="https://nhs.net">nhs.net</a> email: <b>L&amp;D Urgent Eye Clinic:</b> <a href="mailto:ldh-tr.acute.eyeclinics@nhs.net">ldh-tr.acute.eyeclinics@nhs.net</a> (please note this is only accessed during <b>weekday working hours.</b> )</li> <li>For all <b>OTHER non-acute</b> referrals, please continue to use <a href="mailto:ldophthalmology@nhs.net">ldophthalmology@nhs.net</a></li> <li>For <b>Wet AMD fast-track</b> referrals, please also use <a href="mailto:ldophthalmology@nhs.net">ldophthalmology@nhs.net</a> and write in the subject header: “Wet AMD Fast Track Referral” and mark it for the attention of the “AMD co-ordinator”</li> <li>For the <b>direct access cataract shared care pathway</b>, please continue to use <a href="mailto:ldh-tr.ldcataractreferrals@nhs.net">ldh-tr.ldcataractreferrals@nhs.net</a></li> </ul>
Milton Keynes	Standing Way, Eaglestone, Milton Keynes MK6 5LD	01908 660033	Mon - Fri 9:00 - 17:00.	<p>Non urgent email: <a href="mailto:eyeclinicreception@mkuh.nhs.uk">eyeclinicreception@mkuh.nhs.uk</a></p> <p>Optometry inquiries 01908 995 525</p> <p>Orthoptic inquiries 01908 995 532</p>
Moorfields at Potters Bar	Potters Bar Community Hospital, Barnet Rd, Potters Bar EN6 2RY	01707 646422		<p><b>Urgent Wet AMD Direct Referrals:</b> All Optoms can refer by emailing <a href="mailto:moorfields.pottersbaradmin@nhs.net">moorfields.pottersbaradmin@nhs.net</a> using the form below. <a href="#">Moorfields at Potters Bar Wet AMD Fast Track Referral Form</a></p> <p>Please note this pathway is only for patients with symptoms and clinical features of <b>treatable wet AMD</b> and not for other conditions.</p> <p><b>Where requested by Pxs, Cataract Direct Referrals can be made by accredited Optometrists only.</b> Non accredited practitioners can refer here via GP. For further information and accreditation enquiries please contact Janice Oster: <a href="mailto:j.oster@nhs.net">j.oster@nhs.net</a></p>
Stevenage	Treatment Centre Lister Hospital Coreys Mill Lane Stevenage Hertfordshire SG1 4AB	<b>FOR URGENT AND EMERGENCY, YOU MUST EMAIL FIRST, DON'T PHONE</b>  Switchboard: 01438 314333	Mon - Fri 9:00 - 19:00, Sat 9:00 - 12:00 Noon.	<ul style="list-style-type: none"> <li><b>Referral to the Urgent Eye Clinic (Urgent and Emergencies)</b> <ul style="list-style-type: none"> <li><b>Sight or life threatening conditions only</b></li> <li><b>Referring clinician MUST email the department who will then contact the patient directly:</b> <a href="mailto:enh-tr.urgenteyereferral@nhs.net">enh-tr.urgenteyereferral@nhs.net</a></li> <li>If possible, use their referral form <a href="#">HERE</a> but referrals will be accepted on practice’s own referral letters.</li> </ul> </li> </ul> <p>All <b>routine</b> referrals should go via GP</p>

<p>Watford And <b>OUT OF HOURS FOR SOUTH AND WEST HERTS PXS ONLY - SEE NOTES TO THE RIGHT</b></p>	<p>Watford General Vicarage Road Watford WD18 0HB</p>	<p>Medical advice for practitioners and admin queries relating to urgent eye referrals:  01923 436887 - (Mon-Fri 09:00-16:30)</p>	<p>Mon - Fri 9:00 - 12:00 and 14:00 - 16:00</p>	<ul style="list-style-type: none"> <li>● For URGENT referrals: <a href="mailto:westherts.eyeclinic@nhs.net">westherts.eyeclinic@nhs.net</a></li> <li>● The Urgent eye clinic opens Mon- Fri 9:00 -12:00 and 14:00 - 16:30 (last appointment 16.00). This clinic is referral based (they do not accept walk in patients). Patients can be referred via their GP, A&amp;E and Optometrists.</li> <li>● <b>OUT OF HOURS for South &amp; West Herts pxs with sight or life-threatening eye emergencies after 3pm Mon-Fri, or anytime at weekend:</b> Send px with a referral letter directly to Watford A&amp;E, Watford Urgent Treatment Centre, or Hemel Hempstead Urgent Treatment Centre. <b>THEY</b> will contact Western Eye Hospital if they feel it is necessary.</li> <li>● For routine referrals: <a href="mailto:westherts.opthalmology@nhs.net">westherts.opthalmology@nhs.net</a></li> <li>● For rapid access AMD referrals: <a href="mailto:westherts.amd@nhs.net">westherts.amd@nhs.net</a></li> </ul>
<p>London</p>	<p>Moorfields 162 City Road London EC1V 2PD</p>	<p>020 7251 4661 For urgent / emergency / out of hours, call the A&amp;E doctor on call: 020 7521 4682</p>	<p>24 hours, 7 days per week</p>	<ul style="list-style-type: none"> <li>● <b>Only refer here when local hospitals' clinics are closed</b></li> <li>● You <b>MUST</b> phone for prior approval <b>before</b> sending the patient. Note date/time of call &amp; the name of the person who authorised your referral.</li> <li>● If your emergency referral is accepted by MEH, you may use: <a href="mailto:meh-tr.moorfieldscityroad@nhs.net">meh-tr.moorfieldscityroad@nhs.net</a></li> <li>● For queries/escalation, please email: <a href="mailto:moorfields.healthprofessionals@nhs.net">moorfields.healthprofessionals@nhs.net</a></li> </ul>
<p>London</p>	<p>Western Eye Hospital Marylebone Road London NW1 5QH</p>	<p>020 3312 3245</p>		<ul style="list-style-type: none"> <li>● <b>Out of Hours for South &amp; West Herts Pxs with sight or life -threatening eye emergencies after 3pm Mon-Fri, or anytime at weekend: send px with a referral letter directly to Watford A&amp;E, Watford Urgent Treatment Centre, or Hemel Hempstead Urgent Treatment Centre. THEY will contact Western Eye Hospital if they feel it is necessary.</b></li> <li>● You <b>MUST</b> phone for prior approval <b>before</b> sending a patient to the Western Eye. Note date/time of call &amp; the name of the person who authorised your referral.</li> <li>● For emergency enquiries and clinical advice, the ophthalmology ED can be contacted by phoning 020 3312 5791 (Please note this number is for referring doctors and optometrists only).</li> </ul>