

Urgent Eyecare Service (CUES)

Inclusion & criteria

The aim of the Covid-19 Urgent Eyecare Service (CUES) is to ensure people can access urgent eyecare within primary care during the coronavirus pandemic. Presenting symptoms will typically include a red or painful eye, foreign body, sudden change in vision, or flashes and floaters which might suggest retinal detachment.

Referral & Entry points

Access to the service is restricted to telephone booking only to:

- Identify people with Covid-19 symptoms, at risk /self-isolating people to signpost to appropriate services
- Offer telephone/ video consultation and self-care advice or provide signed orders remotely, where appropriate
- Offer face to face appointments with optometrist following telephone/video consultations for those who are presenting with urgent and higher risk symptoms (observing PPE guidance and social distancing advice)
- Signpost to emergency services, as appropriate.

Patients should be advised to contact a participating local optical practice directly, participating practices can be found at <http://primaryeyecare.co.uk/find-a-practice/> The first optical practice contacted will triage and direct a patient to the most appropriate clinician for their condition if a face to face appointment is required.

Consultation outcomes

- The practitioner manages the condition and offers the patient advice and/or prescribes/recommends medication. Management may include a minor clinical procedure e.g. foreign body removal. A remote follow-up consultation may be necessary.
- Referral to eye casualty at the local hospital eye service.
- The condition (and subsequent referral) is non-urgent and is safely delayed until following the pandemic. A further appointment is recommended e.g. 4-6 months.
- The practitioner has concerns that the patient may have a systemic condition and makes a referral to their GP.
- Patient referred non-urgently for further investigation and/or treatment in line with local referral pathways and protocols. Managing the patient expectations relating to appointment availability in the current pandemic.
- Where appropriate patients given advice on self-care.

Supply & Use of Medicines following consultation

- Where a medicine is required, this will normally be supplied or prescribed by the optometrist, as part of the consultation, through the issue of a signed order for supply by the community pharmacist of the patient's choice; or by directly supplying or selling (where appropriate), "Pharmacy only" (P) medicines and General Sales List (GSL) medicines, and the following POMs: chloramphenicol, cyclopentolate hydrochloride, fusidic acid and tropicamide.
- Independent optometrist prescribers will ideally have access to FP10 prescription, for dispensing by a community pharmacist.
- An approved list of medicines has been agreed. All participating clinicians will only prescribe, supply or issue signed orders for medicines included on the approved formulary, unless there is a clinical reason not to do so.

To find out which Practices are delivering this service in your area and to view the latest service updates. Follow Primary Eyecare Services on Twitter @eyecareservices and our website www.primaryeyecare.co.uk