

Urgent Eyecare Service (CUES)

Bath and North East Somerset, Swindon and Wiltshire

CUES (COVID-19 Urgent Eyecare Service) allows patients to access urgent eyecare, free of charge, within primary care optical practices.

Service Overview

- Patients presenting with symptoms suggestive of an urgent eyecare problem can receive remote telemedicine consultation and a face-to-face appointment if needed
- CUES is provided across a network of 35 community/high street optical practices spread across BSW.

Who is eligible for CUES?

- CUES is available to patients presenting with symptoms that may suggest an urgent eye problem.
- The optical practice will ask the patient questions about their symptoms to confirm eligibility for CUES.
- Presenting symptoms will typically include a painful eye, foreign body, sudden change in vision, or sudden onset of flashes and floaters which may suggest retinal detachment.
- CUES is available to patients of any age with a GP in BaNES, Swindon or Wiltshire.
- Patients with non-urgent or longstanding symptoms are not eligible for this urgent service.
- Where patients are not eligible for CUES, they may be given options such as seeing their optician outside this service (there may be a charge for this), their pharmacist or their GP.

How can patients access CUES?

- CUES is provided across a network of primary care optical practices. Although practices aim to reserve sufficient appointments for the expected number of CUES patients, sometimes demand is higher than capacity and patients may be directed to another nearby CUES provider optical practice.
- Patients can contact a CUES provider optical practice on the phone to receive an eligibility screening for CUES.
- A CUES provider search tool can be found at: <https://primaryeyecare.co.uk/find-a-practice/>
- We recommend this search tool is used by colleagues and patients as it is “live”; e.g. if an optical practice is temporarily unable to offer CUES due to illness, self-isolation or leave, the search tool will reflect this.
- A list of current CUES provider optical practices can also be found at: <https://bswccg.nhs.uk/your-health/hospital-care/urgent-eye-care>
- Patients can be signposted to a CUES provider optical practice through another care provider such as a GP surgery, pharmacy, NHS 111 or hospital eye department or non-participating optical practice.
- Not all optical practices in BSW provide CUES. If the optical practice that a patient usually attends does not provide the CUES service, the patient will be offered signposting to a CUES provider optical practice.