

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.

The CUES service will continue to support patients and reduce pressure on our primary and secondary care colleagues.

Service Overview

- Patients presenting with urgent symptoms can receive remote telemedicine consultation and a face-to-face appointment if needed across a network of 30 community optical practices.

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 screening questions about their symptoms to confirm eligibility for CUES.
- Presenting symptoms will typically include a painful eye, foreign body, sudden change in vision, or 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 more mild or longstanding symptoms are unlikely to be 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?

- Patients can contact any provider 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/>
- A list of current providers can also be found at <https://bswccg.nhs.uk/your-health/hospital-care/urgent-eye-care>
- Patients can be signposted to a local provider practice through another care provider such as a GP surgery, pharmacy, NHS 111 or hospital eye department.