

# Community Urgent Eyecare Service (CUES)

Bath and North East Somerset, Swindon and Wiltshire

Patients can access urgent eyecare, free of charge and close to home by calling



**0300 303 4922**

**Monday and Saturday 9am to 5pm**

## Who is eligible for CUES?

- CUES is available to patients presenting with a recent onset urgent eye problem such as 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 CUES.

## Which optical practices provide CUES?

- A CUES provider practice search tool can be found at:  
<https://primaryeyecare.co.uk/find-a-practice/>

## What happens next?

- Patients will be screened for eligibility for CUES.
- If eligible, patients will be offered either a remote Telemedicine or Face-to-Face appointment.
- If not eligible, patients will be given information about options such as seeing a pharmacist or GP or an optician outside the service (there may be a charge for this).