

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 throughout the second national lockdown and beyond.

Service Overview

- Patients can receive remote telemedicine consultation and a face-to-face appointment if needed across a network of 30 community optical practices.
- 80% of patients accessing the services have been assessed, advised, and/or treated and discharged without the need for onwards referral to the hospital or GP.

Who is eligible for CUES?

- CUES is available to patients presenting with symptoms that may suggest an urgent eye problem.
- Presenting symptoms will typically include a red or 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.

How can patients access CUES?

- Patients can contact any provider practice on the phone to receive an eligibility screening for CUES.
- A current list of providers can be found at <https://primaryeyecare.co.uk/find-a-practice/>
- 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.

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
If you have any questions please contact amy.hughes@primaryeyecare.co.uk