

Community Urgent Eyecare Services

The primary aim of this service has been to ensure people can access urgent eyecare within primary care (high street optical practice), utilising the established trained workforce in optical practices. This is essential to reduce demand on GP practices and hospital eye services. The service will provide initial contact, telephone triage, remote consultations/telemedicine and where necessary face to face assessments for patients with eye problems, prescriptions and onward referral if needed.

They offer a single point of access for patients referred to the service from General Practice, Pharmacy and Hospital Services. Patients can contact our single point of access via phone on **0300 303 4922** from **9am to 5pm Monday to Saturday** or see our list of accredited optical practices outside these times currently providing the service at www.primaryeyecare.co.uk using the 'Find a practice' tool. Patients are strongly encouraged to call first.

Examples of conditions suitable for CUES

- Red Eye
- Sore/painful/light sensitive uncomfortable eye
- Gritty/itchy/dry uncomfortable eye
- Discharge/Sticky eye
- Watery eye - Contact lens stuck in eye
- Foreign body in eye/scratches to the eye
- Lump and bumps in the vicinity of eye
- Flashing lights, floaters, things/objects/patches in vision or sight
- Missing vision - reports of areas of vision missing
- Loss of vision including transient loss
- Sudden onset of blurred/ distorted vision
- Double vision – seeing two or more objects with recent onset where a patient is not unwell.

Patients who should be directed straight to eye casualty

- Severe eye pain –eye pain that patient is unable to tolerate
- Chemical injuries or household chemical (bleach, acid etc) – wash out continually - Sharp Trauma – facial/eye lacerations or glass injuries
- Recent Eye Surgery – symptoms 1 month or less after surgery Contact the treatment Centre.