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| **Condition** | **Action** | | **Information** | |  |
| **ALL Routine Referrals**  ***current provider: Community Health & Eye Care Ltd (CHEC)*** | GOS18 (Post/ Email) | | North Staffordshire & Stoke Choice & Referral Centre,  Smithfield 1 Building,  Leonard Coates Way,  Stoke on Trent, ST1 4FA  Fax: 01782 298190 Tel: 01782 298189  Email: [choice.referralcentre@nhs.net](mailto:choice.referralcentre@nhs.net) | |  |
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| **AMD/ RVO** | Email the relevant form to the dedicated macula email address | | Email: [uhnm.macula@nhs.net](mailto:uhnm.macula@nhs.net) | |  |
| **Urgent Referrals** | Send all urgent referrals to EEC via e-mail. EEC will aim to contact the patient within 4 hours. | | If not contacted after 4hrs:  Morning referral patients - contact their referring practice to chase.  Afternoon referral patients - contact EEC via telephone.  Referrals after 5pm may be contacted the following day.  If EEC is closed on referral, px will be contacted once reopened.  **EEC working hours**: Mon-Thu 9.00 – 6.00pm  Fri 9.00 – 7.00pm  Sat 9-2pm  Sun 9-12noon  Telephone: 01782 674300  Email: [uhnm.emergencyeyeclinic@nhs.net](mailto:uhnm.emergencyeyeclinic@nhs.net) | |  |
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| **Emergency Referrals** | For very urgent referrals (same day emergencies) telephone AND email EEC. | | Contact EEC to explain the emergency and arrange an appointment with the staff / triage nurse.  Email: [uhnm.emergencyeyeclinic@nhs.net](mailto:uhnm.emergencyeyeclinic@nhs.net)  Telephone: 01782 674300  Out of hours: contact on-call Ophthalmologist via UHNM switchboard on 01782 715444.  Last Resort: If unable to get through or unable to locate the Ophthalmologist – then send patient to A&E | |  |
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| RED FLAG CRITERIA | Email referral directly to Royal Stoke | | Refer to [Red flag](https://www.staffsloc.co.uk/uploads/ophthalmology---red-flag-criteria-jan-13-final-version.docx) document first.  Also includes: Hydroxychloroquine screening referrals, Low vision Assessment referrals, information letter for patient under Ophthalmologist  Email: [uhnm.ophthalmology@nhs.net](mailto:uhnm.ophthalmology@nhs.net) | |  |
| **Paediatric Referrals/Orthoptic Referrals** | Email referral directly to Orthoptics | | Paediatric is considered under 18. Orthoptic referrals include adults as well.  Email: [uhnm.orthoptic@nhs.net](mailto:uhnm.orthoptic@nhs.net) | |  |
| **IOP >24mmHg**  **(non-GRM accredited practices/practitioners)** | * NHS email to PES Service Hub * If no NHS email, GOS 18 direct to an accredited practice with information of sight test results that is needed for the receiving practitioner to be able to action the referral, by post | | If IOP with NCT> 24mmHg **OR** Visual Field defect **OR** suspect glaucomatous discs with no other suspicious signs, refer to PES hub/direct to ECF practice.  *Where obvious Glaucomatous ONH damage & IOP>24 and/or consistent VF defect, PDS/PXS with IOP≥ 21 – REFER direct to HES/ Ophthalmology (choice & referral)*  PES Service Hub email: [cnech.pecservices@nhs.net](mailto:cnech.pecservices@nhs.net)  If referring directly to an accredited practice, contact the participating practice first to ensure they are happy to receive the referral. They can also contact you if the referral is not received.  **\*Irrespective of IOPs, if signs/symptoms of angle closure present = same day referral to EEC\*** | |  |
| **Cataract Referrals**  **(non-accredited practices/practitioners)** | * NHS email to PES Service Hub * If no NHS email, GOS 18 direct to an accredited practice with information of sight test results that is needed for the receiving practitioner to be able to action the referral, by post   (Refraction results, visual acuity, any ocular pathology noted that may affect the advice given to the patient) | | PES Service Hub email: [cnech.pecservices@nhs.net](mailto:cnech.pecservices@nhs.net)  If referring directly to an accredited practice, contact the participating practice first to ensure they are happy to receive the referral. They can also contact you if the referral is not received.  \* For non-accredited - do enquire with Alison at the LOC office to complete the WOPEC training and accreditation to be accredited for the Cataract Services pathway [admin@staffsloc.co.uk](mailto:admin@staffsloc.co.uk) | |  |
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| **Extended Primary Eyecare Services** | | **Contact via** | | **Referral Destination** | |
| **Pre-Op Cataract Examination** | | [Opera](https://app.optom-referrals.org/) platform | | After discussing choice with your patient, complete form and send. Patient completes online health/lifestyle questionnaire, clinician selects patient’s provider choice when referring through Opera Module | |
| **Post-op Cataract** | | Patients will be entered onto Opera by the cataract service provider and nominated practice (by patient) informed that a patient has been referred to your practice as per protocol. Complete form and if routine/urgent referral back to provider = then automated. If genuine emergency complication, then contact provider. | |
| **CUES** | | If listed as provider, triage patient and offer appointment as protocol.  If not listed, patient meeting CUES advised to contact PES CUES Telemedicine  Tel: 0333 015 0122 Open Mon-Sat 9am-5pm exc Bank Holidays  Routine referrals automatically forwarded to NS C&R. Urgent/Emergency referrals, follow advice as set out above. | |
| **Paediatric Shared Care Service** | | On seeing child, if you select referral to Ophthalmology, do ring the Orthoptic dept on 01782 674333 to ensure your patient referral is for Ophthalmology and/or Orthoptist review | |
| **Glaucoma Repeat Measures (GRM)** | | If routine referral required, the module will electronically send referral to NS & Stoke Choice & Referral Centre. Any urgent/ emergency referrals to be manually forwarded to EEC.  **\*Irrespective of IOPs, if signs/symptoms of angle closure present = refer to EEC same day\*** | |
| **Enhanced Case Findings (ECF)** | | (As above) | |

Extended Primary Eyecare Services (CUES, GRM, Pre-Post Cataract services, Paediatric and ECF are delivered by Primary Eyecare Services Ltd (PES). Please refer to PES guidance documents for patient management. Please note that CUES Routine referrals or GP referral will automatically be actioned by Opera IT platform. Any Urgent/Emergency referrals will need to manually be processed using guidance provided here.