

Urgent Eyecare Service (CUES)

Inclusion & criteria

The aim of the Covid-19 Urgent Eyecare Service (CUES) is to ensure people can access urgent eyecare within participating local optical practices during the coronavirus pandemic. Presenting symptoms will typically include a red or painful eye, foreign body, sudden change in vision, or flashes and floaters which might suggest retinal detachment.

Referral & Entry points

Access to the service is restricted to telephone booking only to:

- Identify people with Covid-19 symptoms, at risk /self-isolating people to signpost to appropriate services
- Offer telephone/ video consultation and self-care advice or provide medications, where appropriate
- Offer face to face appointments with optometrist following telephone/video consultations for those who are presenting with urgent and higher risk symptoms (observing PPE guidance and social distancing advice)
- Signpost to emergency services, as appropriate.

Patients should be advised to contact a participating local optical practice directly, participating practices can be found at <http://primaryeyecare.co.uk/find-a-practice/> The first optical practice contacted will triage and direct a patient to the most appropriate clinician for their condition if a face to face appointment is required.

Consultation outcomes

- The practitioner manages the condition and offers the patient advice and/or provides/recommends medication.
- Management may include a minor clinical procedure e.g. foreign body removal. A remote follow-up consultation may be necessary.
- Referral to eye casualty at the local hospital eye service.
- The condition (and subsequent referral) is non-urgent and is safely delayed until following the pandemic. A further appointment is recommended e.g. 4-6 months.
- The practitioner has concerns that the patient may have a systemic condition and makes a referral to their GP.
- Patient referred non-urgently for further investigation and/or treatment in line with local referral pathways and protocols. Managing the patient expectations relating to appointment availability in the current pandemic.
- Where appropriate patients given advice on self-care.

Supply & Use of Medicines following Consultation

- Where a medicine is required, this will be supplied by the optometrist, as part of the consultation, through directly supplying at no cost to eligible patients or selling/recommending (where appropriate) in line with over the counter and self-care guidance. "Pharmacy only" (P) medicines and General Sales List (GSL) medicines, and the following POMs: chloramphenicol (when supplied to under 2's or prophylaxis following injury), cyclopentolate hydrochloride, fusidic acid and tropicamide.
- Future development of the service may utilise the skills of Independent optometrist prescribers.
- An approved list of medicines has been agreed. All participating clinicians will only supply or provide medicines included on the approved formulary, unless there is a clinical reason not to do so.