

CUES 2.0 – Community Urgent Eyecare Services

Background

Primary Eyecare Services would like to inform you of an important pathway change to the Covid Urgent Eyecare Services (CUES) in Staffordshire. CUES is currently being provided in the following areas; North Staffordshire, Stoke-on-Trent, Cannock Chase, South East Staffordshire & Seisdon Peninsula, Stafford & Surrounds. These changes apply to all these areas.

The Service – Aims and objectives

In response to the coronavirus (COVID-19) pandemic, NHS England/Improvement developed the COVID-19 Urgent Eyecare Service (CUES). The CUES 2.0 specification is an updated version of the original COVID-19 Urgent Eyecare Service. The service will remain broadly the same with some modifications to the specification to allow for a more deliverable service as NHS services move to restoration and recovery.

Service Updates

- A telemedicine appointment will no longer be mandatory for every patient. Telemedicine should continue to be used for suitable patients identified in the triage process.
- If telemedicine is bypassed, all patients must be seen by a clinician for a face-to-face appointment within 24 hours of contact.
- A telemedicine appointment still needs to be arranged within 4 hours from the initial contact.
- A face-to-face assessment resulting from a telemedicine appointment can be booked in a timeframe of 24 hours or 5 working days. The telemedicine clinician will determine the timing of the face-to-face assessment.
- Your team should start to use the new triage form attached replacing the previous version. If your practice team is unsure of the appointment type required for a patient, they should seek the advice of a CUES clinician.

NOTE: As there is variation in CUES delivery across the country, OPERA will still require the telemedicine assessment module to be completed even when is not required for an episode. The face-to-face assessment section can only be accessed when the telemedicine assessment has been populated. See guidance attached of how you should complete the telemedicine module when you are proceeding directly to a face-to-face appointment.

These changes should make the patients journey more suitable and continue to utilise telemedicine where appropriate. We hope it will allow clinicians to deliver the service more effectively and help with capacity in the service.

Help and support

- Practices and Practitioners can use the OPERA help menu as the first port of call for help and support, and or the OPERA support bubble (or email hello@referral.support) to pose queries. Both these tools can be found on the OPERA home page.
- Wider Primary and Secondary Care providers that want to know more about the service can contact our service support team direct on: hello@referral.support
- Urgent referrals back to providers should be made on Opera **AND as per local protocol, usually by telephoning the hospital provider**