



April 2022

Dear CUES practices,

As of the 1st of April 2022, there are a number of important updates to CUES (**Community Urgent Eyecare Service**):

- Practice tariffs will increase to £52 for a core appointment and £77 for an enhanced appointment (OCT/Independent Prescribing).
- The BSW CUES service has been extended for two years, until March 31st 2023.
- The “CUES 2.0” pathway and protocol changes piloted from January 2022 will become permanent; please see below for a summary of these changes.
- The service will continue to utilise the PES Hub.
- All materials shared are also available on both Avon and Wiltshire LOC websites.

CUES “2.0” Pathway and Protocol

Please find the CUES Pathway and Protocol document [here](#).

In summary:

- A telemedicine appointment will no longer be mandatory for every patient in CUES in BSW. Telemedicine should continue to be used for suitable patients identified in the triage process.

- 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.
- Patients triaged to require telemedicine or face-to-face appointment should be booked for an assessment with a clinician within 24 hours.
- A face-to-face assessment resulting from a telemedicine appointment is to 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. **The telemedicine will be carried out by one of the Hub optometrists if the patient has been signposted via the Hub.**

PES Hub

- When a Face-to-Face appointment is required (following Telemed by a Hub optometrist), the Hub team will call the patient's nearest practice(s) to secure an appointment within either 24 hours or 5 days, as appropriate. **The timeframe will have been determined by an optometrist following a Telemedicine appointment.**
- When a practice confirms they have an available appointment, the Hub team will transfer the patient to the practice via Opera. **The practice needs to call the patient to confirm the appointment date and time.**
- If a patient subsequently declines the appointment and requests an appointment at an alternative practice, please contact our central team through the Opera blue bubble or help@referral.support so that they can

arrange for an alternative appointment. You are also able to refer the patient directly to another CUES provider practice if this has been agreed.

- We are aware that patients sometimes have difficulties getting through to the Hub on the first try. We are developing a call waiting system to help to handle this more smoothly, which we hope will be live soon. The Hub is busiest between 9am and 11am.

In order to keep the service running as smoothly as possible could practices please:

- Inform us via the blue bubble or hello@referral.support, with appropriate notice, if a practice is unable to offer CUES for a time period due to holiday, illness etc, so that the practice can be temporary removed from the Find a Practice tool and Hub directory.
- Make sure that all practice staff are aware of the updated pathway and profile and are working with the Hub to provide Face to Face appointment under this new pathway.
- Encourage colleagues signposting into CUES to signpost to the Hub telephone number rather than directly to practice. There is a service summary [here](#) which can be shared with colleagues.

Two factor authentication

- You can choose your preferred method of receiving the code for the 2FA. Please see the help article here: <https://help.optom-referrals.org/article/516-logging-in-to-opera-with-two-factor-authentication-mfa>

Primary Eyecare Services would like to inform you of an important pathway change to the Community Urgent Eyecare Services (CUES) in BSW (Bath and North East Somerset, Swindon and Wiltshire).

- A telemedicine appointment will no longer be mandatory for every patient in CUES in BSW. Telemedicine should continue to be used for suitable patients identified in the triage process.
- 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.
- Patients triaged to require telemedicine or face-to-face appointment should be booked for an assessment with a clinician within 24 hours.
- A face-to-face assessment resulting from a telemedicine appointment is to 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.
- 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. Please see the guidance attached of how you should complete the telemedicine module when you are proceeding directly to a face-to-face appointment.

- Colleagues signposting patients into CUES (GP practices, pharmacy, non-participating optical practices, hospital Trusts, NHS 111 etc) will now be able to direct patients to a central telephone number. The PES Hub will carry out non-clinical triage/screening and arrange a telemed appointment with a PES optometrist or a face-to-face appointment at a CUES practice.
- The introduction into the pathway of the PES Hub will reduce administrative and triage/screening demand on practices. The success of this addition to the pathway will rely on practices working closely with the Hub to arrange appointments where face-to-face assessment is needed.
- When a patient contacts your practice directly, please continue to triage/screen them as per the current pathway, to ensure that we are not adding unnecessary additional steps into the patient pathway.
- Comms to GPs and other colleagues regarding the Hub will go out in the next few days; these are attached to aid support practices in conversations with local colleagues.

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.

Attached you will find new service documentation; please share this with your teams as soon as possible.

We want to take this opportunity to thank you all for delivering such a fantastic service in BSW over the past year and we wish you all a happy new year!

Kind Regards

Primary Eyecare Services