

Community Urgent Eyecare Service (CUES)

Bath and North East Somerset, Swindon and Wiltshire

Patients can access urgent eyecare, free of charge and close to home by calling



0300 303 4922

Monday to Saturday 9am to 5pm

Who is eligible for CUES?

- CUES is available to patients presenting with a recent onset urgent eye problem such as a painful eye, foreign body, sudden change in vision, or sudden onset of flashes and floaters which may suggest retinal detachment.
- CUES is available to patients of any age with a GP in BaNES, Swindon or Wiltshire.
- Patients with non-urgent or longstanding symptoms are not eligible for CUES.

Which optical practices provide CUES?

- A CUES provider practice search tool can be found at <https://primaryeyecare.co.uk/find-a-practice/> and a list is available through the ICB website <https://bswccg.nhs.uk/your-health/hospital-care/urgent-eye-care>

What happens next?

- Patient phones 300 303 4922.
- Patients will be screened for eligibility for CUES.
- If eligible, patients will be offered a remote Telemedicine appointment, followed by a Face-to-Face appointment if required.
- If not eligible, patients will be given information about options such as seeing a pharmacist or GP or an optician outside the service (there may be a charge for this).