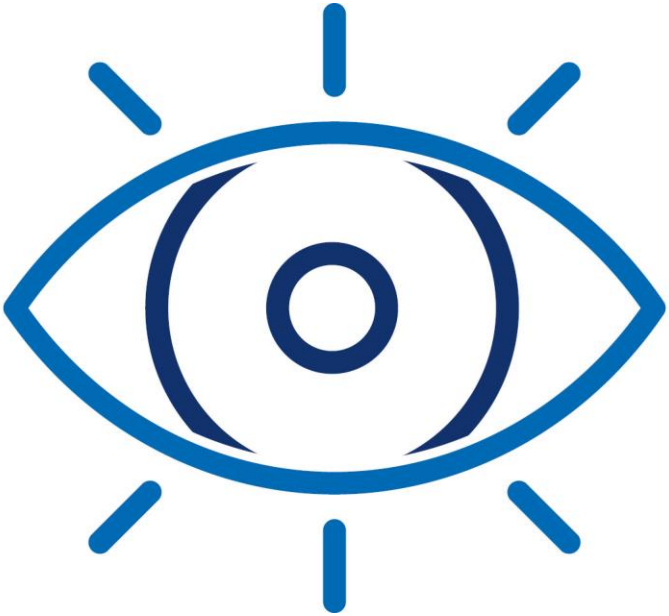

NHS

Urgent Eyecare Service

Red Eyes? Flashes or floaters? Any other problems?

NHS appointments available at local optical practices

Find a participating practice at primaryeyecare.co.uk

Service provided by Primary Eyecare

Primary Eyecare

What is an Urgent Eye Care Service?

Symptoms that can be seen under the service include:

- Red or painful eye or eyelids
- Recently occurring flashes or floaters
- Recent and sudden loss of vision
- Foreign body in the eye

If you have very minor symptoms you may be advised to self care or seek support from your local pharmacy first.

Please note, this is not a sight test.

Also if you have a major eye condition that is being regularly monitored by your optometrists or hospital eye service, this will not be covered by this service, for example, cataracts, diabetic retinopathy or glaucoma

Where should I go?

An appointment will normally be required – whether virtually (telephone or video) or face to face, so please telephone first. Appointments are available during normal working hours and some practices offer appointments in the evenings and at weekends. Not all practices have an optometrist available every day, but if they don’t, they will be able to find you an alternative appointment nearby.

Who is this service for?

If you are registered with local GP you can use this service. It is for people of all ages – adults and children. Children under 16 years must be accompanied at their appointment by an adult.

How do I book an appointment with the service?

To make an appointment, call one of the participating optical practices.

You will be asked some questions about your symptoms in order to assess your if you need to be seen and how quickly, which will be within 24hrs for urgent cases.

You will be contacted by a clinician within a few hours to discuss your symptoms further either via phone or video call.

Please take your glasses and a list of your current medication with you to the appointment. The optometrist may put drops in your eyes to enlarge your pupils in order to get a better view inside your eyes. You should not drive until the effects of these drops have worn off, which may take a few hours.

If your condition is more serious, the optometrist will book you an urgent appointment at a hospital eye clinic.

If you need a routine appointment with a hospital, the optometrist will organise this for you.

You may also be advised to make an appointment with your GP if your eye condition is in relation to your general health.

Participating practice

For a full list of optical practices please go to **primaryeyecare.co.uk/find-a-practice/**

For more information go to **primaryeyecare.co.uk**

Concerns, complaints and compliments

If you have a concern, complaint or compliment about the service you have received, please contact the optical practice directly in the first instance. If you are unable to resolve your complaint with the optical practice, please contact Primary Eyecare Services via email at: **info@primaryeyecare.co.uk**

The service provider will use any feedback received to evaluate the service and make improvements if necessary. Your information will be held confidentially and not shared with a third party without your prior permission.