

## Cheshire CCG

This pathway relates to patients that have accessed care via CUES only. Any referrals from a GOS or private sight test should still follow the normal local referral pathways.

## Patient identified as red flags at triage

Patient identified as RED FLAGS on the Opera triage form require immediate referral to the hospital eye service without proceeding with a telephone consultation or face to face appointment.

The triage outcome must be recorded on the OPERA IT system so that the number of deflections from the service can be reported to the CCGs.

The OPERA IT platform will not generate a referral you must signpost to the emergency service.

## Urgent referrals

When 'urgent referral' is selected as the outcome at the end of the episode, OPERA will generate an electronic referral to the urgent eye service of your choice, either Countess of Chester Hospital NHS Foundation Trust, Mid Cheshire Hospital NHS Foundation Trust (Leighton) or East Cheshire Hospital NHS trust (Macclesfield). This referral plus any images/OCT will be visible to the hospital clinician monitoring the urgent referrals within minutes. Please telephone the eye clinic on their usual urgent triage phone number to advise that a referral is waiting in the Urgent CUES clinic.

**Countess Eye Clinic; 01244 363010**

**Leighton Eye Clinic; 01270 255141 (bleep 2080)**

**Macclesfield Eye Clinic; 01625 661963**

The clinician monitoring the Hospital's urgent eye service clinic will then either:

- provide the patient or practitioner with advice and guidance.
- Arrange for the patient to be seen urgently
- Arrange for the patient to be seen routinely.

**ALL Urgent referrals from CUES must go through the system within Opera. Do not send a duplicate referral via any other method unless advised to do so by the hospital. On referrals to Leighton please note any 'Red Flag' signs or symptoms as per HES triage form.**

## Out of hours

If an emergency/urgent referral is required outside of office hours, please assess if the patient may wait overnight/over weekend. You may wish to use the links below as a guide:

College of Optometrists urgency of referrals guidance; <https://guidance.college-optometrists.org/guidance-contents/communication-partnership-and-teamwork-domain/working-with-colleagues/urgency-of-referrals/>

Practitioners should always apply their clinical judgment when deciding on appropriate clinical pathway for their patient.

If you assess that the patient is unable to wait overnight/over weekend, then please contact the on-call Ophthalmologist (numbers below). **If you refer a patient to the out of hours on-call Ophthalmologist, then please note on OPERA "PATIENT ALREADY BEEN SEEN (OUT OF HOURS ON-CALL) THIS IS FOR INFORMATION ONLY".**

**Countess Hospital:** contact switchboard on 01244 365000 and ask for the on-call Ophthalmologist.

**Leighton Hospital;** contact switchboard on 01270 255141 and request the on-call Ophthalmologist.

Macclesfield out of hours emergency/urgent service is provided by Leighton Hospital. You should contact the on-call ophthalmologist before sending the patient to hospital. The on-call ophthalmologist may ask for a copy of the referral to be faxed or emailed.

## Routine referrals

When a routine referral to Ophthalmology is selected you will be presented with a choice of secondary care providers that you can offer the patient.

When a routine referral to GP is required this will be sent electronically. Please print the referral from Opera and give a copy to the patient and advise the patient to contact their GP by telephone.