

## Community Urgent Eyecare Service (CUES) Hampshire and Isle of Wight

Patients can access local urgent eyecare and free of charge 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.
- CUES can be accessed by patients of any age registered to a GP in Hampshire, Southampton, and the Isle of Wight.
- Patients with non-urgent or longstanding symptoms are not eligible for CUES.

### WHICH OPTICAL PRACTICES NEAR ME PROVIDE CUES?

A CUES provider practice search tool can be found at: <https://primaryeyecare.co.uk/find-a-practice/>

### WHAT HAPPENS NEXT?

- Patient contacts referral hub on **0300 303 4922**.
- Patients will be screened for eligibility for CUES by a care navigator.
- If eligible, patients will be offered either a remote telemedicine or face-to-face appointment with an appropriate clinician.
- If **not** eligible, patients will be signposted to an appropriate and alternative care option such as seeing a pharmacist or GP or an optometrist outside the service.