

How to refer to the Hospital Eye Service via Opera.

1. Complete the CUES episode in Opera as per usual.



2. Call the Hospital you intend to refer the patient to to ensure that they are happy to accept the referral.



3. Process the HES referral through Opera selecting the hospital you have contacted (see below).

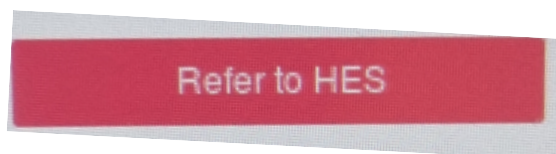


The referral is now complete!

• You may choose to log the episode on your practice's own system following the CUES episode on Opera. If you wish to do so, duplication is not necessary as Opera will store all the clinical information.

How to refer to the Hospital Eye Service via Opera: Next Steps

Once you have completed the CUES episode, the page will be refreshed and under 'Managed Referrals' you will see the box below:

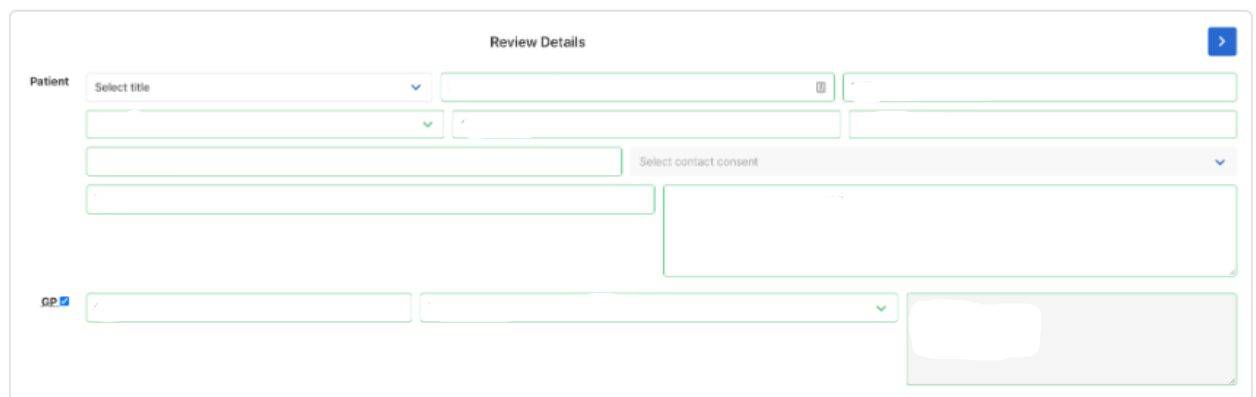


Click on the red box.

First you will be asked to confirm the details:

Confirming details

The next screen will ask you to confirm details. If there is no NHS number, simply delete the 'waiting for population' text and leave blank, and correct any other details required including the permission to contact:



You can then press the blue forward arrow and you will be taken to the upload page.

You will be given the option of uploading images or any other attachments, and you will also have the option to type any additional information.

Uploading images and other attachments

OPERA allows you to upload images in almost every format, OCTs as DCM or other file formats as well as PDF files. Simply drag and drop the files you wish to upload, select the date that they were taken or produced, and the eye that they relate to. This is important as these images are imported into a PACS system viewed by the hospital.

In this example we have uploaded an image of the eye and PDF of a recent letter from the hospital.

The screenshot shows a web interface titled "Referral Document Upload". At the top, there is a navigation bar with a blue left arrow and a blue right arrow, and the text "Add Attachments". Below this, a message reads: "Please upload any attachments now. If you upload no, or incomplete attachments, you will need to contact the referral centre to add them to this referral." A button with a download icon and the text "Choose a media file..." is positioned above three upload areas. The first area contains a photograph of a human eye, with a dropdown menu below it showing "Left Eye" and a downward arrow. The second area contains a document icon and the text "Drop a media file here!", with a dropdown menu below it showing "Both Eyes" and a downward arrow. Below these two dropdowns are two empty text input fields, each with a document icon on the right.

We can now press the blue forward button and select the provider.

You can then select your provider.

Selecting a provider

We can now select our provider, first use the drop down on the left, in this case we will select Routine HES referrals, and then press 'Select Provider'. You will see a list of providers that can offer services to your patient and their CCG. Please note, you may need to scroll through the list to see all providers. If you need to change something, select 'Change Selection'

Referral Document Upload

Referral Details

Interpreter language (if required)

CUES - Routine HES Referrals Routine COVID - Routine HES referral

Provider: NHS

These are the nearest services at which patients are likely to receive treatment within 18 weeks:

Provider	Wait time routine	Travel time
<input type="checkbox"/> HES		194.5 Mins
<input type="checkbox"/> HES		257.2 Mins

Below are other services that meet your criteria.
Patients are unlikely to receive treatment within 18 weeks at services highlighted as "Limited Capacity".

Provider	Wait time routine	Travel time
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You can then press the blue forward button and answer any additional questions required by the provider and then the blue forward button again to see the final review page, at which point, if everything is satisfactory, then you can press submit. You will see this screen:

Once you have progressed through the screen and submitted the referral, the PDF copy of the CUES episode will land in the inbox of the selected hospital.



Contact Details:

University Hospital Southampton

02381 20 65 92 option 8 to skip patient queue.

Email: uhs.eyecasualty@nhs.net

Note: referrals can be emailed without calling beforehand, this inbox is regularly checked

Mon-Sun 8am –7pm

Winchester

01962 82 56 57

Email: hh.ftneck@nhs.net

You must call Winchester before any referral is made to their inbox. The inbox is not monitored routinely.

Basingstoke (North Hampshire)

Email: emergencyeyes@hhft.nhs.uk

Telephone number: 01256 31 35 72

You must call Basingstoke before any referral is made to their inbox. The inbox is not monitored routinely.

Bournemouth

Falls under Dorset ICS and so will not come up as a HES referral option on OPERA as no CUES in this area, they will still accept referrals for emergencies for patients in West Hampshire, call first before emailing

Email: referral: eyeemergency@uhd.nhs.uk

Telephone: 0300 019 60 39

Mon-Fri 8-6, Sat 8.30-6:00, Sun 8:30-2:00