URGENT AND EMERGENCY REFERRALS CONTACT LIST

Referring clinician must contact the relevant department as instructed below, prior to referral

All patients must be accompanied by a letter otherwise, at some hospitals, they will be sent to A & E first, which may delay treatment.

NON-URGENT AND ROUTINE REFERRALS MUST GO VIA CHEC IN S+W HERTS OR GP IN E+N HERTS

(Except where a Px SPECIFICALLY asks for a given provider for a Cataract Referral)

LOCATION	HOSPITAL & ADDRESS	TEL NO	OPENING HOURS	EMAIL ADDRESSES AND OTHER INFORMATION
Aylesbury	Stoke Mandeville Mandeville Road, Aylesbury HP21 8AL	01296 315939	Mon - Fri 9:00 - 17:00, Sat & Sun 10:00 - 16:00	• Buc-tr.buckseyecas@nhs.net • Doctor on call 24 hours every day except Christmas • Routine Referrals to bht.ophthalmologyoutpatients@nhs.net
Bedford	Bedford (South Wing) Kempston Road Bedford MK42 9DJ	01234 792643	Mon - Fri 9:00 - 17:00	• Out of hours, ring L & D ophthalmologist on call 01582 491166
Cambridge	Addenbrooke's Hills Road Cambridge CM2 0QQ	01223 245151 (switchboard) Patients can call 01223 217778	Mon - Fri 8:15 - 21:00	• For emergencies, email add-tr.emergencyeye@nhs.net Mon to Fri, 9 to 4. Outside these hours, phone the on-call ophthalmologist via switchboard if immediate triage needed • For wet AMD email add-tr.amd@nhs.net if emergency • Advice & guidance (for Optoms only), Mon to Fri, 9 to 5: Call 01223 254444, leave a message, they will call you back or email add-tr.optomadvice@nhs.net • All other referrals (including "soon" conditions like branch retinal vein occlusions) should still go via GP • Direct cat referrals should go directly by e-mail to add-tr.NHSOutpatientReferrals@nhs.net
CHEC Watford	Community Eyecare, Cataract and Surgical Centre, Unit 42B, Atria Shopping Centre, 83-87 High Street, Watford, WD17 2UB	01923 919406 Clinical Helpline 0344 264 4162 Patient Helpline (bookings, etc): 0330 100 4730	8am till 6pm, Monday to Friday	• *ALL URGENT, ROUTINE AND WAMD REFERRALS IN SOUTH AND WEST HERTS SHOULD NOW GO VIA THE EyeV PORTAL, SEE EyeV ENTRY BELOW* • *chec.watford@nhs.net* • *Advice and guidance: advice.chec@nhs.net* • *Please also use your normal CHEC login portal.* • *There is a wet AMD referral pathway: chec.wetamd@nhs.net* • *Website: https://chec.uk/* • *Non-urgent matters WITHOUT px details, such as portal registration: engagement@chec.uk*

ECLO services provided by RNIB	ECLOs at each site: Nicki Heritage - Harlow Linda Daddario - Lister James Treadwell - Watford		Patients can be referred straight into RNIB's support and will be contacted directly by RNIB. RNIB welcomes referrals from anyone in the optometry/optician team.	**Refer by Email: Rnib.hweeclo@nhs.net** When referring please provide: • Name and practice of referrer • Name of patient (Must gain patient consent for the referral) • Patient's DOB • Patient phone number • Eye condition (diagnosed or under investigation) • Reason for referral to RNIB
Before referring to the ECLO service, please consider if your patient would benefit from either an LVA assessment or SI/SSI registration. If this is the case, please refer via the GP (E&NH) or EyeV (S&WH) in the first instance.				
Eye V Routine, Urgent and wAMD referrals in S + W	Portal Link for referrals and to register: http://www.swhophthalmology.nhs.uk/	Practitioners Only Helpline 0115 650 0102	For all Routine, Urgent and wAMD referrals in South and West Herts	• FAQs (Log in currently required to access, we have requested a version without the need to log in): https://www.swhophthalmology.nhs.uk/faqs/ • Queries to spoasupport.hweophthalmology@nhs.net

Harlow	Princess Alexandra
	Hamstel Road
	Harlow
	Essex
	CM20 1QX
		01279 827391
		Ext 4910
		Direct line:
		01279 827158
		
		(Switchboard: 01279 444455)
			9am-5pm Mon to Friday (excluding bank holidays).
			
			Outside of these hours, for PAH referrals, please CLICK HERE for advice.
			For ECLO service, please see separate entry under "ECLO".
				• CALL FIRST. Do not send to the hospital without speaking to someone in the eye dept. Phone 01279 454910 (This number is NOT to be given to patients.) or Email: tpa-tr.ophthalmology@nhs.net
				• Urgent cases to be booked in:
				  ◦ Retinal detachment/Retinal tears
				  ◦ Cornea ulcer and perforations/laceration
				  ◦ Trauma
				  ◦ Herpes Keratitis
				  ◦ Acute diplopia
				  ◦ Sudden loss of vision
				  ◦ Scleritis
				  ◦ Acute closed angle glaucoma
				  ◦ Uveitis
				• Send to email:
				  ◦ Wet AMD
				  ◦ Vein Occlusions
				  ◦ Proliferative DR
				• If possible, please use the form HERE for your referral
				• Please send dry eye, blepharitis, chalazion, floaters, episcleritis to the nearest MECS
				• Patients with wet AMD should either be sent into A&E or the optometrist should telephone the department first on 01279 827158,
				• or try 01279 827 391 extn 3018 or 3090

Herts Vision Loss	2 Brownfields Welwyn Garden City Herts AL7 1AN	01707 324680		• Delivering services and support for the visually impaired in the community and at hospitals • Email: office@hertsvisionloss.org.uk Web: hertsvisionloss.org.uk

Luton and Dunstable	Luton and Dunstable Hospital Lewsey Road Luton Bedfordshire LU4 0DZ	01582 718320 Bleep: 888 01582 491166	Mon - Fri 9:00 - 12:00 and 14:00 - 16:30 Mon - Fri 17:00 - 21:00, w/ends & BH	• Secure email: mailto:ldophthalmology@nhs.net • After 21:00, go to A&E or MEH . • "**Acute**" and "**Emergency**" referrals via your nhs.net email: **L&D Urgent Eye Clinic**: ldh-tr.acute.eyeclinics@nhs.net (please note this is only accessed during **weekday working hours**.) • For all **OTHER non-acute** referrals, please continue to use ldophthalmology@nhs.net • For **Wet AMD fast-track** referrals, please also use ldophthalmology@nhs.net and write in the subject header: "**Wet AMD Fast Track Referral**" and mark it for the attention of the "**AMD co-ordinator**" • For the **direct access cataract shared care pathway**, please continue to use ldh-tr.ldcataractreferrals@nhs.net
Milton Keynes	Standing Way, Eaglestone, Milton Keynes MK6 5LD	01908 660033	Mon - Fri 9:00 - 17:00.	Non urgent email: eyeclinicreception@mkuh.nhs.uk Optometry inquiries 01908 995 525. Orthoptic inquiries 01908 995 532
Moorfields at Potters Bar	Potters Bar Community Hospital, Barnet Rd, Potters Bar EN6 2RY	01707 646422		**Urgent Wet AMD Direct Referrals:** All Optoms can refer by emailing meh-tr.wetarmd@nhs.net where the referral will be triaged. Moorfields advise that the details needed are name of patient, date of birth, include OCT if possible. Please note this pathway is only for patients with symptoms and clinical features of **treatable wet AMD** and not for other conditions. **Where requested by Pxs, Cataract Direct Referrals** can be made by **accredited Optometrists only**. Non accredited practitioners can refer here via GP. For further information and accreditation enquiries please contact Janice Oster: j.oster@nhs.net
SpaMedica Watford	Ground Floor, St Andrews, The Belfry Watford, WD24 4WH	0330 058 4280	Mon to Fri 8:00 - 18:00	**Urgent Wet AMD Direct Referrals:** **South and West: via EyeV platform as usual** **East and North Herts:** where patient chooses this provider, directly to spamedica.referrals@nhs.net preferably using the form HERE.
Stevenage For ECLO service, please see separate entry under "ECLO".	Treatment Centre Lister Hospital Coreys Mill Lane Stevenage Hertfordshire SG1 4AB	Switchboard: 01438 314333	Mon - Fri 9:00 - 19:00, Sat 9:00 - 12:00 Noon. **FOR URGENT & EMERGENCY:** **ON MON-FRI, YOU MUST EMAIL FIRST,** **ON SAT MORNINGS, SEND PX DIRECT**	• **Referral to the Urgent Eye Clinic (Urgent and Emergencies)** ○ **Sight or life threatening conditions only** ○ **Referring clinician MUST email the department who will then contact the patient directly:** enh-tr.urgenteyereferral@nhs.net ○ **EXCEPT ON SATURDAY MORNINGS WHEN YOU MUST SEND THE PATIENT DIRECTLY** ○ If possible, use their referral form HERE but referrals will be accepted on practice's own referral letters. All **routine** referrals should go via GP

Watford And OUT OF HOURS FOR SOUTH AND WEST HERTS PXS ONLY - SEE NOTES TO THE RIGHT	Watford General Vicarage Road Watford WD18 0HB	Medical advice for practitioners and admin queries relating to urgent eye referrals: 01923 436887 - (Mon-Fri 09:00-16:30)	Mon - Fri 9:00 - 12:00 and 14:00 - 16:00 For ECLO service, please see separate entry under "ECLO".	• **For URGENT referrals: westherts.eyeclinic@nhs.net** • **The Urgent eye clinic opens Mon- Fri 9:00 -12:00 and 14:00 - 16:30 (last appointment 16.00). This clinic is referral based (they do not accept walk in patients). Patients can be referred via their GP, A&E and Optometrists.** • **OUT OF HOURS for South & West Herts pxs with sight or life-threatening eye emergencies after 3pm Mon-Fri, or anytime at weekend:** Send px with a referral letter directly to Watford A&E, Watford Urgent Treatment Centre, or Hemel Hempstead Urgent Treatment Centre. **THEY** will contact Western Eye Hospital if they feel it is necessary. • For routine referrals: westherts.ophthalmology@nhs.net • For rapid access AMD referrals: westherts.amd@nhs.net
London	Moorfields 162 City Road London EC1V 2PD	020 7251 4661 For urgent/ emergency out of hours, call A&E doctor on call: 020 7521 4682	24 hours, 7 days per week	• **ONLY FOR SIGHT OR LIFE THREATHENING CONDITIONS WHEN LOCAL SERVICES ARE CLOSED AND CANNOT WAIT UNTIL THEY RE-OPEN** • You **MUST** phone for prior approval **before** sending the patient. Note date/time of call & the name of the person who authorised your referral. • If your emergency referral is accepted by MEH, you may use: meh-tr.moorfieldscityroad@nhs.net • For queries/escalation, please email: moorfields.healthprofessionals@nhs.net
Moorfields does active triage - if not immediately life or sight threatening, patients will be triaged back to optom/local service without being brought through A&E. Complications from Independent Sector (IS) cataract providers should be managed by the operating team.				
London	Western Eye Hospital Marylebone Road London NW1 5QH	020 3312 3245		• **Out of Hours for South & West Herts Pxs with sight or life -threatening eye emergencies after 3pm Mon-Fri, or anytime at weekend: send px with a referral letter directly to Watford A&E, Watford Urgent Treatment Centre, or Hemel Hempstead Urgent Treatment Centre. THEY will contact Western Eye Hospital if they feel it is necessary.** • You **MUST** phone for prior approval **before** sending a patient to the Western Eye. Note date/time of call & the name of the person who authorised your referral. • For emergency enquiries and clinical advice, the ophthalmology ED can be contacted by phoning 020 3312 5791 (Please note this number is for referring doctors and optometrists only).