# 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 **EyeV** 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 |
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| **Aylesbury** | Stoke Mandeville<br>Mandeville Road,<br>Aylesbury HP21 8AL | 01296 315939 | Mon - Fri 9:00 - 17:00,<br>Sat & Sun 10:00 - 16:00 | • Buc-tr.buckseyecas@nhs.net<br>• Doctor on call 24 hours every day except Christmas<br>• Routine Referrals to bht.ophthalmologyoutpatients@nhs.net |
| **Bedford** | Bedford (South Wing)<br>Kempston Road<br>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<br>Hills Road<br>Cambridge<br>CM2 0QQ | 01223 245151 (switchboard)<br><br>Patients can call 01223 217778 | Emergency Eye Unit<br>Mon to Fri, 8:00 to 3:45<br><br>Eye Clinic Mon - Fri<br>8:15 – 17:30 | • For emergencies, email add-tr.emergencyeye@nhs.net Mon to Fri, 8:00 to 3:45. Outside these hours, phone the on-call ophthalmologist via switchboard on 01223 245151 if immediate triage needed<br>• For wet AMD email add-tr.amd@nhs.net if emergency<br>• All other referrals (including "soon" conditions like branch retinal vein occlusions) should still go via GP<br>• Do not send your patient without first speaking to an on call doctor unless the condition is life or sight threatening<br>• Further information can be found HERE. |
| **CHEC Watford** | Community Eyecare, Cataract and Surgical Centre,<br>Unit 42B,<br>Atria Shopping Centre,<br>83-87 High Street,<br>Watford,<br>WD17 2UB | 01923 919406<br>Clinical Helpline 0344 264 4162<br>Patient Helpline (bookings, etc): 0330 100 4730 | 8am till 6pm,<br>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***<br>• *chec.watford@nhs.net*<br>• *Advice and guidance: advice.chec@nhs.net*<br>• *Please also use your normal CHEC login portal.*<br>• *There is a wet AMD referral pathway: chec.wetamd@nhs.net*<br>• *Website: https://chec.uk/*<br>• *Non-urgent matters WITHOUT px details, such as portal registration: engagement@chec.uk* |

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| **ECLO services provided by RNIB** | ECLOs at each site:<br>Nicki Heritage - Harlow<br>Linda Daddario - Lister<br>James Treadwell - Watford | | Patients can be referred straight into RNIB's support and will be contacted directly by RNIB.<br><br>RNIB welcomes referrals from anyone in the optometry/optician team. | **Refer by Email: Rnib.hweeclo@nhs.net**<br>When referring please provide:<br>• Name and practice of referrer<br>• Name of patient (Must gain patient consent for the referral)<br>• Patient's DOB<br>• Patient phone number<br>• Eye condition (diagnosed or under investigation)<br>• 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**<br>Routine, Urgent and wAMD referrals in S + W | Portal Link for referrals and to register:<br>http://www.swhophthalmology.nhs.uk/ | Practitioners Only Helpline<br>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/<br>• Queries to spoasupport.hweophthalmology@nhs.net |
| **Harlow** | Princess Alexandra<br>Hamstel Road<br>Harlow<br>Essex<br>CM20 1QX | 01279 827391<br>Ext 4910<br>Direct line:<br>01279 827158<br><br>(Switchboard: 01279 444455) | 9am-5pm Mon to Friday (excluding bank holidays).<br><br>Outside of these hours, for PAH referrals, please CLICK HERE for advice.<br>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<br>• Urgent cases to be booked in:<br>  ◦ Retinal detachment/Retinal tears<br>  ◦ Cornea ulcer and perforations/laceration<br>  ◦ Trauma<br>  ◦ Herpes Keratitis<br>  ◦ Acute diplopia<br>  ◦ Sudden loss of vision<br>  ◦ Scleritis<br>  ◦ Acute closed angle glaucoma<br>  ◦ Uveitis<br>• Send to email:<br>  ◦ Wet AMD<br>  ◦ Vein Occlusions<br>  ◦ Proliferative DR<br>• If possible, please use the form HERE for your referral<br>• Please send dry eye, blepharitis, chalazion, floaters, episcleritis to the nearest MECS<br>• Patients with wet AMD should either be sent into A&E or the optometrist should telephone the department first on 01279 827158,<br>• or try 01279 827 391 extn 3018 or 3090 |
| **Herts Vision Loss** | 2 Brownfields<br>Welwyn Garden City<br>Herts AL7 1AN | 01707 324680 | | • Delivering services and support for the visually impaired in the community and at hospitals<br>• Email: office@hertsvisionloss.org.uk<br>Web: hertsvisionloss.org.uk |

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| **Luton and Dunstable** | Luton and Dunstable Hospital<br>Lewsey Road<br>Luton<br>Bedfordshire<br>LU4 0DZ | 01582 718320<br>Bleep: 888<br><br>01582 491166 | Mon - Fri 9:00 - 12:00 and 14:00 - 16:30<br><br>Mon - Fri 17:00 - 21:00, w/ends & BH | • L & D information under review and possible change, please confirm your referral is received and actioned by them.<br>• Secure email: ldophthalmology@nhs.net<br>• After 21:00, patient to go to A&E or MEH .<br>• **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**)<br>• For all **OTHER non-acute** referrals, please continue to use ldophthalmology@nhs.net<br>• For **Wet AMD where the patient specifies L & D:** fill in a rapid access referral form, **HERE** and email to ldh-tr.AMDcoordinator@nhs.net. If patient hasn't heard within 2/52 **YOU** should contact 01582 497328<br>• 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<br>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.<br>Please note this pathway is only for patients with symptoms and clinical features of **treatable wet AMD** and not for other conditions.<br>**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,<br>St Andrews, The Belfry<br>Watford,<br>WD24 4WH | 0330 058 4280 | Mon to Fri 8:00 - 18:00 | **Urgent Wet AMD Direct Referrals:**<br>**South and West: via EyeV platform as usual**<br>**East and North Herts:** where patient chooses this provider, directly to spamedica.referrals@nhs.net preferably using the form HERE. |
| **Stevenage**<br><br>For ECLO service, please see separate entry under "ECLO". | Treatment Centre<br>Lister Hospital<br>Coreys Mill Lane<br>Stevenage<br>Hertfordshire<br>SG1 4AB | Switchboard:<br>01438 314333 | Mon - Fri 9:00 - 19:00,<br>Sat 9:00 - 12:00 Noon.<br>**FOR URGENT & EMERGENCY:**<br>**ON MON-FRI, YOU MUST EMAIL FIRST,**<br>**ON SAT MORNINGS, SEND PX DIRECT** | • **Referral to the Urgent Eye Clinic (Urgent and Emergencies)**<br>○ **Sight or life threatening conditions only**<br>○ **Referring clinician MUST email the department who will then contact the patient directly:** enh-tr.urgenteyereferral@nhs.net<br>○ **EXCEPT ON SATURDAY MORNINGS WHEN YOU MUST SEND THE PATIENT DIRECTLY**<br>○ If possible, use their referral form HERE but referrals will be accepted on practice's own referral letters.<br>All **routine** referrals should go via GP |

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| **Watford**<br>**And**<br>**OUT OF HOURS FOR SOUTH AND WEST HERTS PXS ONLY -**<br>**SEE NOTES TO THE RIGHT** | Watford General<br>Vicarage Road<br>Watford<br>WD18 0HB | Medical advice for practitioners and admin queries relating to urgent eye referrals:<br>01923 436887 - (Mon-Fri 09:00-16:30) | Mon - Fri 9:00 - 12:00 and 14:00 - 16:00<br><br>For ECLO service, please see separate entry under "ECLO". | • **For URGENT referrals: westherts.eyeclinic@nhs.net**<br>• **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 or Optometrists.**<br>• **OUT OF HOURS - after 3pm Mon-Fri, or anytime at weekend :**<br>  ○ **The most serious or life/sight-threatening conditions, such as suspected retinal detachments, swollen discs, suspected GCA or diplopia, must be sent directly to Watford A&E with a referral letter. THEY will contact Western Eye Hospital if they feel it is necessary.**<br>  ○ For corneal abrasions, immediate management of a chemical injury, corneal foreign bodies etc, send px with a referral letter directly to Watford A&E, Watford Urgent Treatment Centre, or Hemel Hempstead Urgent Treatment Centre<br>• For routine referrals: westherts.ophthalmology@nhs.net<br>• For rapid access wAMD referrals, use the EyeV platform |
| **London** | Moorfields<br>162 City Road<br>London<br>EC1V 2PD | 020 7251 4661<br>For urgent/ emergency out of hours, call A&E doctor on call:<br>020 7521 4682 | 24 hours,<br>7 days per week | • **ONLY FOR SIGHT OR LIFE THREATHENING CONDITIONS WHEN LOCAL SERVICES ARE CLOSED AND CANNOT WAIT UNTIL THEY RE-OPEN**<br>• You **MUST** phone for prior approval **before** sending the patient. Note date/time of call & the name of the person who authorised your referral.<br>• If your emergency referral is accepted by MEH, you may use: meh-tr.moorfieldscityroad@nhs.net<br>• 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.<br>Complications from Independent Sector (IS) cataract providers should be managed by the operating team. | | | | |
| **London** | Western Eye Hospital<br>Marylebone Road<br>London<br>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. THEY will contact Western Eye Hospital if they feel it is necessary.**<br>• 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.<br>• 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). |