

Leeds CUES - Community Urgent Eyecare Service

Primary
+ Eyecare

Update on service changes from June 2022

Key changes

Telemedicine (telephone assessment) is no longer mandatory in this service

Initial appointment (telephone assessment or face to face) to be within 24 hours of contact

Patients being signposted into the service will present to the PES central triage phone number. These patients will then either receive a telephone assessment appointment with the PES team or will be found a face to face appointment with a practice



Self presenting patients

Patients that self present to your practice (your own patients) must be triaged by your practice

These patients must not be directed to the PES telephone triage number



Telephone triage

New forms produced by PES

Please start to use these forms

Patients are now required to have an initial assessment (telephone assessment or F2F) within 24 hours

Please ensure that all of your staff are aware of the changes to required time frames and triage process





CUES Eligibility Screening/Triage

Px Name: GP: *(check eligible)*
 Date: Surgery:
 Address: DOB:
 Phone: Time of call: Taken by:
 Appointment: Yes / No Time: Referred by:
 Symptoms & Comments:

Certain conditions are not appropriate for CUES. Please ensure that you are familiar with these and ask your optometrist if in doubt. If the patient is feeling generally unwell ask them to seek medical advice or discuss with your optometrist at the time of booking.

The following guidance should be followed unless the CUES practitioner advises otherwise in an individual case. Select the problem from below sections (patients' symptoms may fall into multiple sections)

CL related	1) Is the Px from your practice?	Yes - follow own practice protocol (unsuitable for CUES) No – advise contact their usual practice 1st. If cannot contact due to being closed, ask question 2 and continue
	Problem with eye - painful, sore, red, sticky, watery, itchy or irritated	Yes (ask question 3)* No (ask question 3)
<i>Recent onset slightly red, sticky or itchy eyes will often resolve in a day or two. Advise the patient that the NHS recommends seeing a pharmacist / self-care. If no improvement after 5 days or symptoms get worse, contact us again.</i>	3) Is there any light sensitivity?	Yes (ask question 4)* No (ask question 4)
	Referral to Self-care / Pharmacy ONLY applies to SELF-REFERRALS and OVER 2 years old and MUST be entered as a patient contact on	4) Is there a change in vision? Yes (see below outcome)* See below**

Telephone assessment

This is no longer a requirement for all patients but please continue to use this option when appropriate

Due to the CUES module being a national module you will need to bypass the phone assessment section (if not done) will need to be to enable a face to face consultation to take place

This is very straightforward and quick to do

Instructions on how to do this have been circulated



Recording episode without telemedicine on Opera

Complete your triage as normal – even if the patient has presented to you physically, still ask them how they've found their way to you, have they self-referred or have they been asked to come by GP reception staff, pharmacy etc.

If a patient has triaged to a F2F appointment you should select [See at Practice] – [In Practice – Telemedicine Appointment]

Is the patient self-isolating due to having COVID linked symptoms or due to living with someone with COVID linked symptoms? *

Yes
 No

Is the patient shielding (vulnerable patients) without COVID linked symptoms? *

Yes
 No

Please select an outcome or action for this patient *

Click to Select

- Discharge - completed
 - Discharged - signposted to Self Care / Pharmacy
 - Discharged - Advice and Guidance Provided
 - Discharged - No appointment not suitable for CUES
 - Discharged - Directed to GP
 - Discharged - Patient directed to A&E for other healthcare
 - Discharged - Requires emergency HES - local SOP followed outside of OPERA
- Refer Onwards
 - Refer to - Refer to - OCT Optometrist on DOS (Telemedicine)
 - Refer to - Prescribing optometrist on DOS
 - Refer to - CUES Provider on DOS (Telemedicine) - unable to manage within 2 hours
- See at practice
 - In Practice - Telemedicine Appointment
 - In Practice - Telemedicine with OCT
 - In Practice - Telemedicine with Prescribing

Any notes, comments or observations to assist further clinical assessment - these comments will be passed to optometrist, GP or HES *

Sudden onset floater RE past two days

Signposted patients

Patients who are signposted into CUES by GPs, pharmacists, NHS111 A&E etc will now be advised to present to the PES central phone triage number - 0300 303 4922

All stakeholders have been made aware of this change which will come into effect Monday June 6th 2022

It may take a few weeks for this adjustment to service delivery to filter through fully, so please bear with the changes



PES central team

All patients who contact the PES phone number will receive telephone triage and telephone assessment

Those that require a face to face consultation will be offered an appointment at a CUES practice

The PES central team will contact CUES provider practices to find an available appointment for the patient



Transfer of patient details

If a patient is to attend your practice for a face to face appointment within CUES they will be transferred to your Opera dashboard for you to undertake the assessment

All previous clinical information collated will be available for you to read – i.e. you will have access to the triage and telephone assessment notes

The telephone assessment clinician will decide on the time frame required for face to face assessment (24 hours – 5 days)



Payments and Fees

The fee structure remains unchanged for telephone assessments and face to face assessments

OCT and IP also remain unchanged



Any questions?

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Thank you

Any other queries please contact us;

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