

CUES service delivery change

Following triage, you should book eligible patients **either** telemedicine assessment or F2F assessment within **24 hours**. The new triage form will provide a guide as to which appointment type is most suitable, please make sure practice teams performing triage are fully trained and ask a clinical if they are uncertain. Telemedicine should continue to be used for suitable patients.

For patient triaged directly to a F2F appointment, you will need to go through the telemedicine page on Opera before you can access the F2F page. The following guide will show you how best to populate this in these circumstances. It is important that the type of appointment is recorded correctly on Opera.

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]

The screenshot shows a digital triage form with the following sections:

- 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 emergence 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

From the manage referrals page, find your patient again in the list and click the yellow tab for [Telemedicine].

Referral Management

Page 1

All URN Search URN Errors Only

| URN ID | GOC | Forenames | Surname | Provider | Referral Status | |
|-------------|----------|-----------|---------|----------------------------|---|--------------|
| OPR00656958 | 99-R643R | TFT | XYTFT | CLIFS Service at - PRIMARY | See at practice: In Practice - Telemedicine Appointment | Telemedicine |

Complete the first page, when asked if the time exceeded two hours, select “No” and where you are asked how the telemedicine was carried out, select [other] and type in “F2F Booked”.

The time of the screening was reported as:

The date of the screening was reported as:

Please enter date of follow on / teled appointment:

Please enter time of follow on / teled appointment:

Did the time between initial contact and teled appointment exceed two hours? *

No

Yes

Was this telemedicine consultation carried out by *

Telephone

Telephone with sight of pictures from patient

F2F booked

Video Consultation

Back Next

On the Consultation Details you can populate this as follows:

Consultation Details

Visual Acuity (RE) *

Visual Acuity (LE) *

(Provisional) Diagnosis associated with presenting problem *

Eye (Condition 1) *

RE

LE

Both

Action

Add another condition

Remove following condition

Clinical signs, symptoms and observations *

Please select the outcome of the assessment *

Any other comments on this episode of care, information for actions for GP or additional details if referring to hospital. If you are making an emergency referral please state the actions taken here.

Following the completion of the next screen, the patient will be refreshed in your manage referrals page and you can access the core assessment and complete your F2F assessment.

URN Search

| URN I# | GOC | Forenames | Surname | Provider | Referral Status | |
|-------------|----------|-----------|---------|--|--|--|
| OPR00656962 | 01-27198 | REBECCA | IRELAND | CUES Service at - SPECSAVERS (STOCKPORT) - TDRXY | See at practice: Face to Face at this practice | <input type="button" value="Core Assessment"/> |