


Leeds Community Urgent Eyecare Service

The Services

Patients can access urgent eyecare, free of charge and close to home by calling:

 **0300 303 4922**

Monday to Saturday 9am to 5pm

Who is eligible for CUES?

- CUES is available to patients presenting with a recent onset urgent eye problem such as
 - a painful eye, foreign body, sudden change in vision, or sudden onset of flashes and floaters which may suggest retinal detachment.
- CUES is available to patients of any age with a GP in Leeds.
- Patients with non-urgent or longstanding symptoms are not eligible for CUES.

Which optical practices provide CUES?

A CUES provider practice search tool can be found at:

<https://primaryeyecare.co.uk/find-a-practice/>

What happens next?

- Patient phones 0300 303 4922.
- Patients will be screened for eligibility for CUES.
- If eligible, patients will be offered either a remote Telephone triage or Face-to-Face appointment.
- If not eligible, patients will be given information about options such as seeing a pharmacist or GP or an optician outside the service (there may be a charge for this).

Support

- Practices and Practitioners can use the OPERA help menu as the first port of call for help and support, and or the OPERA support bubble to pose queries. Both these tools can be found on the OPERA home page.
- Wider Primary and Secondary Care providers that want to know more about the service can contact our service support team direct on: info@primaryeyecare.co.uk
- Urgent referrals back to providers should be made on Opera **AND as per local protocol, usually by telephoning the hospital provider**