Community Urgent Eyecare Service (CUES)

Overview

CUES enables timely assessment and treatment of acute eye conditions in primary care optometry through accredited practices using telemedicine, imaging, prescribing, and clear referral pathways.

This local service summary highlights any variations in access, delivery, pathways, and protocols specific to the area.

It should be ready alongside the guide for Practices and Practitioners, which provides comprehensive details about the service, pathways, and delivery.

Help & Support

For help and support, visit the OPERA help menu at https://help.optom-referrals.org.

To access the CUES help pages, click here.

For further assistance, contact us at hello@referral.support or use the blue bubble on OPERA.

Service Information

Patient Eligibility

- Patients registered with a GP in an ICB that commissions CUES.
- Patients not registered with a GP but are a resident and eligible for NHS care e.g. members of travelling communities, homeless people, asylum seekers not yet residents in the UK.
- All age groups are eligible.
- Eligibility is symptom-based and assessed using the screening questions in the CUES module.

Source of Referral/Signposting to Service

- Self-presentation.
- Signposting from Health Care Professional and other services.
- Inter-Practice Referral.
- Primary Eyecare Services Telemedicine Service.

Service Delivery

CUES consultations are needs-based and may include:

- Telemedicine Consultation
- Face-to-Face Consultation
- Optical Coherence Tomography (OCT)
- Independent Prescribing (IP)

Service Outcomes

- Assess, manage and discharged
- Referral to Secondary Care:
    - Emergency referral
    - Urgent referral
    - Routine referral
- Referral to GP

Accreditation

- **Optometrists**
- Core Competency

- **Contact Lens Optician (CLO)**
  CLOs are required to have completed:
- WOPEC MECS: Contact Lens Optician
  OR
- ABDO Extended Services Accreditation
  AND have
- Professional Indemnity Insurance that covers MECS

An accredited Contact Lens Opticians can only provide this service for anterior eye symptoms when a CUES accredited optometrist is on site. This is not to provide supervision but primarily for the purpose of co-management.