

**BSW (Bath and North East Somerset,
Swindon and Wiltshire) ICB**

CUES (Community Urgent Eyecare)

Service Pathway Refresh and Q+A

Primary
+ Eyecare

Introduction

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Senior Service Co-Ordinator, Primary Eyecare Services



Agenda

1. Primary Eyecare Services Overview
2. BSW CUES service overview
3. Service delivery and protocol
4. BSW CUES service pathway update
5. PROMS
6. Service accreditation
7. Where to find further help and information
8. Q&A



Who are Primary Eyecare Services (PES)?



Single provider company formed by LOCs and supported by LOCSU.



Provide extended primary eyecare service via networks of established optical practices



'Optometry Federation' (Akin to GP Federation)



Presence in 29/42 ICBs, MoU with 54 LOCs, network of over 2,500 practices, over 450,000 episodes of care p/a



'High Quality Patient Centred Eye Services in Primary Care'

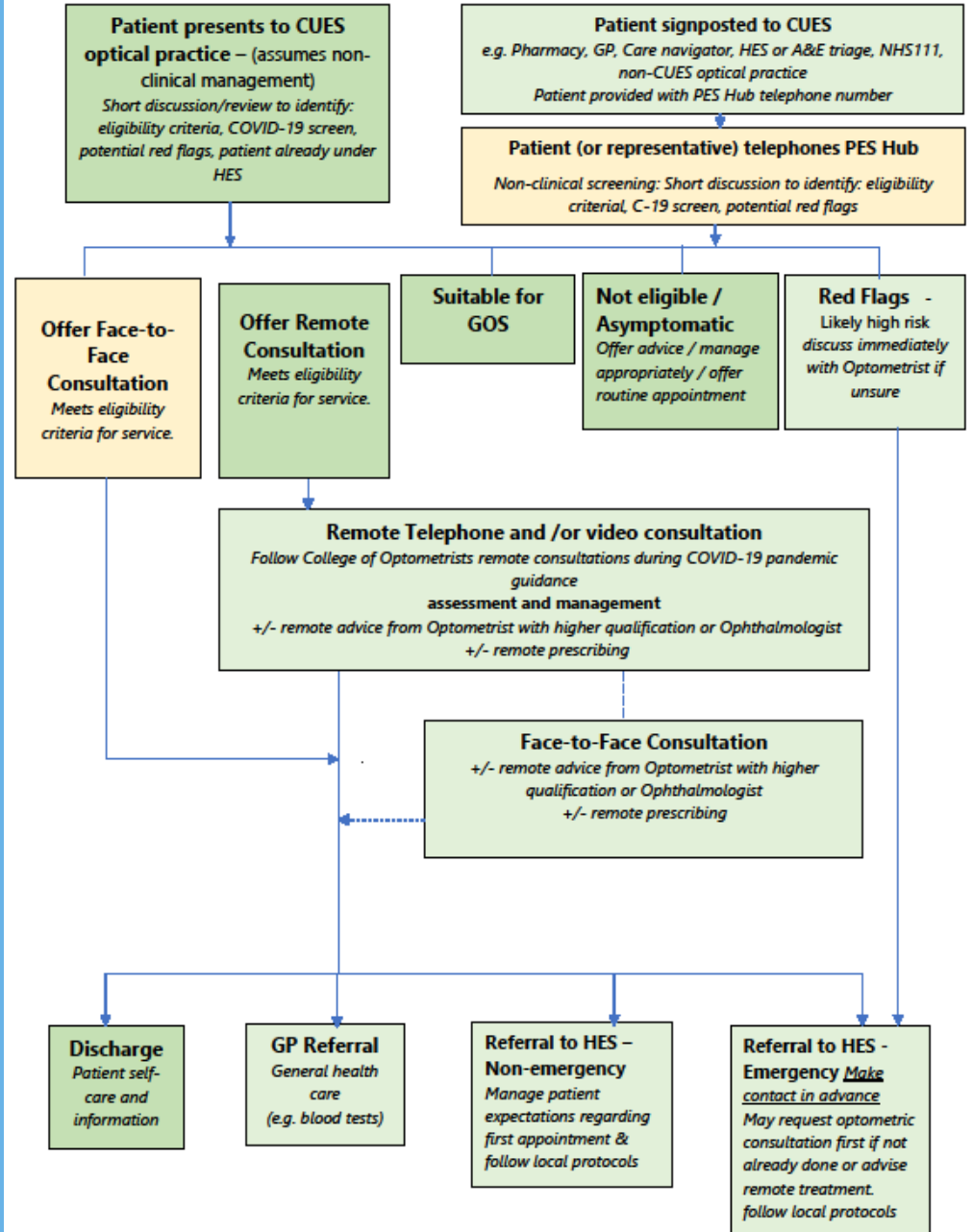


BSW CUES service: Overview

- CUES was developed during the COVID pandemic, to provide patients with urgent eyecare close to their home.
- It includes an element of telemedicine.
- Service provided by accredited optical practices and practitioners through OPERA IT platform
- Practice fee for a core (Telemed or F2F) assessment is £52
- Practice fee for an enhanced (OCT or IP) is £77
- The BSW service is contracted until March 31st 2024.
- Opera platform allows cross-boarder working



CUES: Urgent Eye Care Service Patient Pathway



BSW CUES service: pathway overview: triage

- Patient has initial triage (non-clinician) to determine CUES eligibility and to allow most appropriate first appointment.
- Symptom led
- Triage can be completed directly through Opera or paper form and includes questions about pain, redness, foreign body, problem with vision, flashes and floaters.

Stream to most appropriate clinician for first appointment

Telemedicine	Red flag, straight to HES	Face to face appointment	Face to face OCT practice	Face to face Independent prescribing optometrist	Not suitable for CUES
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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 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
In Practice - Telemedicine Appointment
In Practice - Telemedicine with OCT
In Practice - Telemedicine with Prescribing

- Triage to first clinical contact: within 24 hours
- <https://help.optom-referrals.org/article/250-search-add-and-screen-a-patient-for-cues>



BSW CUES service: pathway overview: clinical episode

- **Telemedicine: AccuRx recommended**

<https://help.optom-referrals.org/article/251-complete-a-telemedicine-assessment-produce-a-written-order-and-discharge>

- **Face-to-Face (core)**

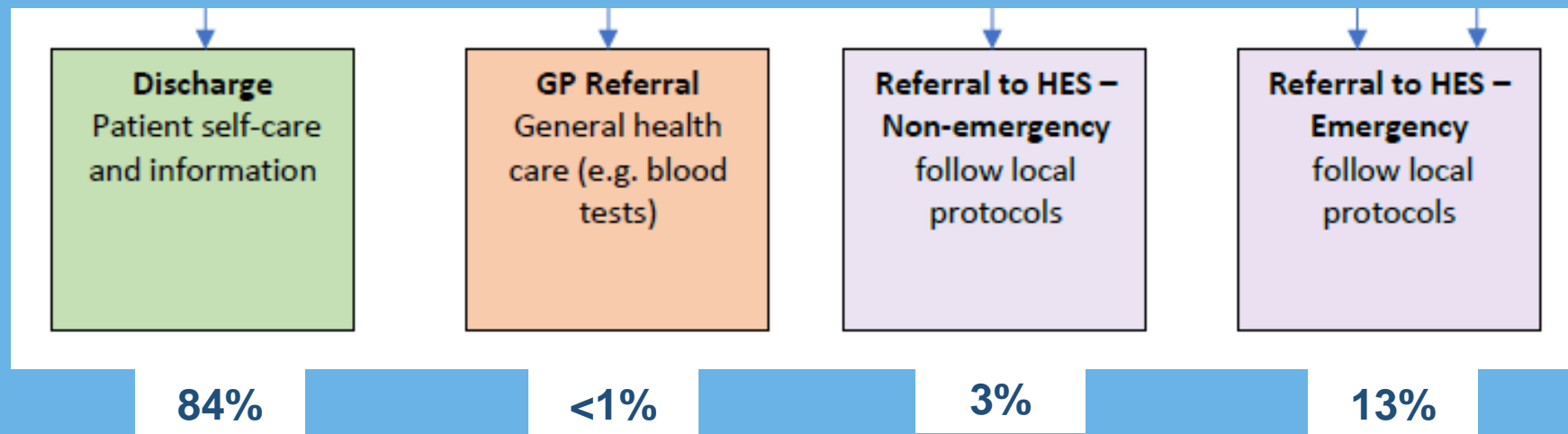
<https://help.optom-referrals.org/article/252-completing-a-face-to-face-assessment-core-with-an-onwards-referral-to-hes>

- **Face-to-Face (enhanced, OCT)**
- **Face-to-Face (enhanced, IP)**
- **Telemed to Face to Face: 24 hours or 5 days based on the clinical judgement of clinician performing Telemedicine consultation**



BSW CUES service: pathway overview: outcomes

- All referrals direct through Opera.
- Urgent and emergency referrals direct to provider (with a supporting phone call in line with local Trust pathway.)
- Routine referrals through the BSW RSS Ophthalmology Triage Service.



Please select the outcome of the assessment *

Select one

Discharge

- Discharge with self-care advice
- Discharge with advice
- Discharge - no pathology identified
- Discharged with therapeutic recommendation
- Defer referral - arrange to see in 4-6 months
- Discharge after foreign body removal
- Discharge after epilation

Refer On

- Refer to IP optometrist
- Refer to OCT optometrist
- Urgent Referral to HES
- Referral to HES for advice & guidance
- Routine Referral to HES
- Referral to GP (General Health)
- Refer to other CUES practice (unable to see within 48 hours)

See at practice

- Face to Face at this practice
- OCT at this practice
- IP assessment at this practice

Follow Up

- Self-care advice and follow-up arranged
- Therapeutic recommendation and follow-up arranged



CUES “2.0” changes to pathway/protocol

Part of pathway	Change
Signposting/point of access into service	Access to PES Hub added
Following non-clinical screening	Direct pathway option from screening to face-to-face consultation (telemed no longer mandated)
Screening to initial clinical contact (Telemed or Face-to-Face)	Within 4 hours to within 24 hours
Telemed to Face-to-Face consultation timeframe	Change from within 48 hours to within 24 hours or 5 days based on the clinical judgement of clinician performing Telemedicine consultation



PES Hub

- ❖ Point of access for colleagues to signpost into CUES

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



0300 303 4922

Monday to Saturday 9am to 5pm

- ❖ Patients will be screened for eligibility for CUES.
- ❖ If eligible, patients will be offered either a remote Telemedicine or Face-to-Face appointment.
- ❖ Following Telemedicine with a Hub optometrist, the patient will be discharged with suitable advice, or booked for a face-to-face appointment at a CUES provider practice within 48 hours or 5 working days, as appropriate
- ❖ The Hub team will call the practice before transferring the patient, to ensure they have an appointment in a suitable time frame



PROMS

Please select the PROMS, PREMS survey option *

- Send survey via SMS text message to patient
- Send survey via email to patient
- Patient does not consent to PROMS / PREMS

Email Address to send link to survey *

Overall, how was your experience of our service?
Simply slide the face to change your answer

NEXT →

Would you recommend this service to a friend or family member?
Simply click yes or no

← PREVIOUS NEXT →

Do you have any comments you would like to add to explain your rating?
1000

B I U

← PREVIOUS SUBMIT

If you had not used this service, where would you most likely have gone?

<input type="radio"/> A&E	<input type="radio"/> GP
<input type="radio"/> Walk in Centre	<input type="radio"/> Pharmacy
<input type="radio"/> Visited Opticians Privately	<input type="radio"/> Done Nothing
<input type="radio"/> Don't Know	<input type="radio"/> Called 111

← PREVIOUS NEXT →


PROMS

- **Over 90% of patients seen in CUES would recommend our service to a friend or family member.**

“The service I had today was outstanding I was very anxious about the problem I had, called this morning got seen on the same day . Feel so much better and all the staff were amazing.”

“Everyone kind friendly and helpful. Thank you!”





“Excellent service using text to send photos of my eye and receiving information - simple but clever saving time and money - it feels like this is exactly the type of innovation we need. Also a mention to the optician who was excellent- a big thanks to everyone involved in providing this service.”

“Really delighted with the care and support received. Fully understand my condition which was a relief and the professional service was excellent . Thank you”

Onboarding/registering for Opera - Practice

Getting started with OPERA begins with the PES onboarding process. To begin to register a practice with PES and OPERA you need to complete an onboarding form:

Practice onboarding guide: <https://help.optom-referrals.org/article/301-practice-onboarding>

Onboarding links (from Opera home page): <https://app.optom-referrals.org/>

You will need the following documents to complete practice onboarding:

- Your DSPT certificate
- Your GOS contract checklist
- Your NHS standard contract checklist

Create new checklist

Checklist type

Subcontractor Practice (Primary Eyecare Services Limited) ▼



These can all be completed through the Quality in Optometry website.

These need to be in PDF format. You will also need details of your indemnity and your practice ODS code.

Onboarding/registering for Opera

There is lots of help and support on the Opera Help Centre:



Sign in to your account

Welcome back! Please enter your access info.

Min. length 1 expected.

Sign in

Forgot your password? [Reset it.](#)

[User Onboarding](#)
[Practice Onboarding](#)

Onboarding / Registration

A set of tasks to complete before your first live patient

- [Onboarding as a Practitioner for OPERA](#)
- [Inviting a Practitioner to access your Practice Opera account](#)
- [Create an administrator role](#)
- [Practice Onboarding](#)
- [QIO Tutorial - Optical DSPT Checklist](#)
- [Onboarding Webinar - November 2020](#)
- [Practitioner Profiles](#)
- [QIO Tutorial - NHS Standard Contract](#)
- [Transferring from Healthi](#)
- [ODS Codes](#)
- [Disclosure and Barring Service \(DBS\) checks](#)



Onboarding (Practitioner)

- ❖ One the practice is registered, they can invite practitioners to onboard:
<https://help.optom-referrals.org/article/299-onboarding-as-a-practitioner-for-opera>
- ❖ The Practitioner will then receive an email with a registration link to complete the Practitioner onboarding system

Practitioners will need the following documents to complete practitioner onboarding

- DBS Certificate (Enhanced DBS with check of DBS barred list for adults and children, with update service subscribed to)
 - Safeguarding Certificates Level 2 for both adults and children
 - Copies of certificates and qualifications, for example WOPEC Cataract Certificate
-
- ❖ It's a good idea to get these documents together before you access the onboarding form and they all need to be in a PDF format



OPERA HELP CENTRE

There is a Help centre built into OPERA which provide step by steps on onboarding and the use of OPERA as whole. You can access this resource centre on:

<https://help.optom-referrals.org/>

OR


Go to the chat bubble on the OPERA page – type in your query and help guides will pop up to assist you. If you don't find the answer you are looking for, simply complete the enquiry fields to get direct support. Please provided as much detail as possible with the query you need support on, to ensure you get the answers you require in the quickest time! **hello@referral.support**



OPERA HOME PAGE: <https://app.optom-referrals.org/>

OPERA 1.43.0 Help

Please sign in


opera

Sign in to your account

Welcome back! Please enter your access info.

Email address
Min. length 1 expected.

Password

Sign in

Forgot your password? [Reset it.](#)

[User Onboarding](#)
[Practice Onboarding](#)

Primary Eyecare



Q+A

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Useful information

- Opera help centre: <https://help.optom-referrals.org/>
- CUES: <https://help.optom-referrals.org/category/249-cues-introduction-videos>
- Getting started: <https://help.optom-referrals.org/category/235-getting-started>
- Onboarding/registration: <https://help.optom-referrals.org/category/238-onboarding-tasks>
- Avon LOC website (Reference info>BANES) : <https://www.avonloc.co.uk/>
- Avon LOC new website (coming soon!): Professionals>Enhanced services:BaNES
- Wiltshire LOC Website (Practitioner info>CUES): <https://www.wiltshireloc.org.uk/>

