Dear Colleague,

As of June 2025, the way Ophthalmology Emergency Referrals are received at the RUH is changing. The eye casualty phone line will no longer be in operation. Please do not try to contact this number or share it onwards.

Optometrists can refer a patient to our emergency service via 2 routes:

**Pathway 1:** Please send referral letter or GOS18 form to ruh-tr.emergencyeyeclinic@nhs.net. Your referral will be picked up by a triage Nurse & triaged appropriately.

**Pathway 2:** Complete Microsoft forms page on our website [here](https://www.ruh.nhs.uk/For_Clinicians/departments_ruh/Ophthalmology/index.asp?menu_id=4). Please be aware the link will not be available until go live. You must fill in all the indicated fields to submit the referral. Any referrals received with incomplete fields will be rejected and returned to the referrer. All referrals must be completed by CLINICIANS ONLY. Any self-referrals made by patients will be rejected.

Please refer to the documentation on our website before making a referral. This should help you to determine whether an emergency referral is appropriate. Please consider [referring patients to CUES](https://primaryeyecare.co.uk/services/community-urgent-eyecare-service/) if it is not a true emergency.

Triaging will remain as follows:

* If the patient needs to be seen within 2 weeks, the triage nurse will action.
* If the patient needs to be seen within 4 weeks, referral will be sent to booking centre and appointment made.
* If the patient does not need to be seen within 4 weeks, referral will be rejected, and the patient will need to be referred via e-Referral Service (e-RS). The referrer will receive an email to inform then that the referral has been rejected/accepted.

This change in process aims to ensure all primary care clinicians are able to refer patients to our department in a timely and accessible way.

Please keep an eye out for further communications and go live date.

Kind Regards,

RUH Ophthalmology Team.