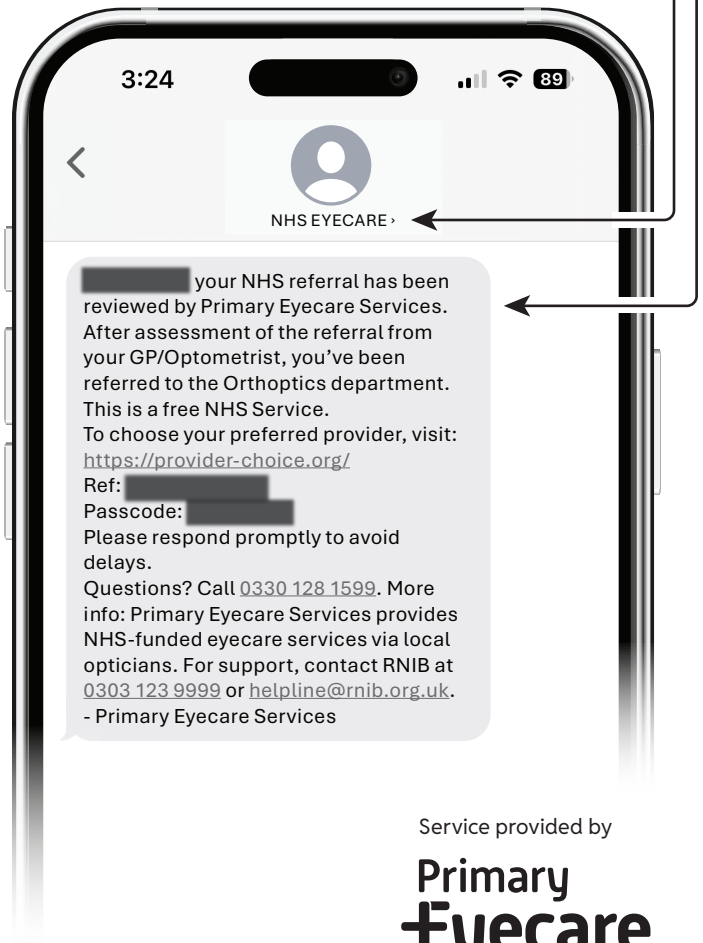
What to do when you receive a Text from **NHS EYECARE** about your Referral ↓



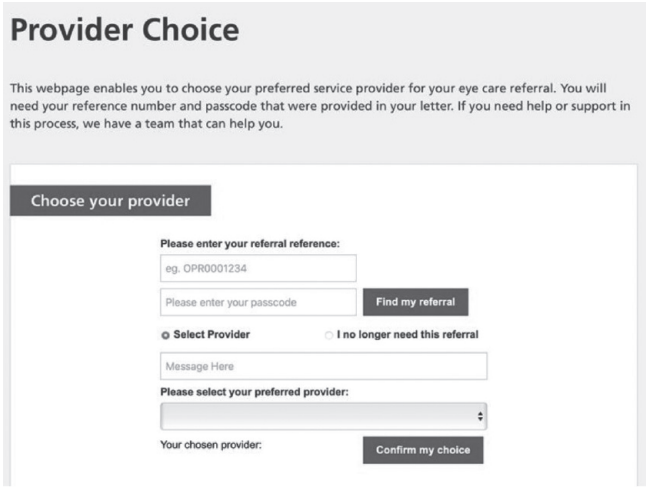
Service provided by
Primary Eyecare

Why have I received this text?

You've been referred for further eye care by your optometrist/GP. Primary Eyecare Services works in partnership with the NHS to provide community eye care. This text message confirmation comes from 'NHS EYECARE', so you can trust it is genuine and relates to your referral or appointment.

What should I do next?

1. **Check the Sender:** The message will come from 'NHS EYECARE'. This confirms it's official and not a scam.
2. **Follow the instructions in the text:**
   - There may be a link in the message. Click on it to open the 'Provider Choice' page. A 'Provider' means the eye clinic you want to choose for your treatment.



   - On this page, you can select the eye clinic where you'd like to go to for further testing.
   - If your preferred eye clinic isn't listed or you can't access the link, you can call the Eye Care Navigation Hub on **0330 128 1599*** to help.
   - **Find-a-Hospital tool:** to support your decision making for an eye clinic for cataract surgery, you can use this tool to show waiting times, CQC ratings and distance to find your preferred eye clinic https://primaryeyecare.co.uk/find-a-hospital/.
3. **Respond promptly:** If you don't reply to the first text, you'll get a reminder a week later. If there's still no response, you'll receive a letter in the post. If you still don't respond, a team member will call you before informing your GP.

What happens after I respond?

- You may receive a second text, letter, phone call or a notification on your NHS App from your chosen hospital or clinic to book your appointment.
- Sometimes, you might be asked to visit another opticians for further tests before your hospital appointment is confirmed.

If you have concerns

- Visit the official patient frequently asked questions page on the Primary Eyecare Services website: https://primaryeyecare.co.uk/faqs/
- **Call 0330 128 1599*** for verbal confirmation or help.

If you don't have a mobile phone

You'll receive a letter at your home address with instructions on what to do next.

Important reminders

- Completing the instructions in your text or letter is essential. If you don't, your referral may not go through to your chosen eye clinic.
- Your health and safety are our priority. Thank you for trusting us with your care.

*Local rate charges apply

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