

July 2020

Dear Colleagues,

**COVID -19 Urgent Eyecare Service (CUES service) delivered by Primary Eye Care Service**

The minor eye conditions service (MECS) has been running in the area for many years, with great success. Due to the COVID pandemic, a new urgent eyecare service has been launched called the COVID -19 Urgent Eyecare Service (CUES service) in the Birmingham and Solihull (BSOL) STP. This is a similar service to MECS but with a focus on urgent symptoms.

This service is commissioned by the Birmingham and Solihull (BSOL) STP and is provided by local optical practices via the optometry federation, Primary Eyecare Services Ltd (PES) with the support of the Birmingham and Solihull Local Optical Committees. It is for all patients registered with a BSOL STP GP practice.

The primary aim of this Service is to ensure people can access urgent eyecare within primary care, utilising the established trained workforce in optical practices. This is essential to reduce demand on primary care and hospital eye services during the coronavirus (COVID-19) pandemic. The fundamental differences between CUES and MECS are that CUES is focused on urgent symptoms with the first port of call a telemedicine consultation to minimise patient contact. CUES can also be extended to include further pathways such as remote prescribing and referral refinement mechanisms working alongside local hospital eye clinics.

**Patients with urgent ocular symptoms, such as a red eye, painful eye, flashes and floaters, foreign body etc. can be signposted to CUES at a local participating optical practice.**

The Service will provide initial contact, telephone triage, remote consultations and where necessary face to face assessments providing management of recent onset symptomatic or urgent ocular presentations. We have included the inclusion and exclusion criteria below for your information.

The purpose of the remote consultation is for the optometrist to conduct a clinical triage and obtain history and symptoms, this will reduce the amount of time spent face to face with the patient. Patients will be seen according to the urgency of their symptoms, within 24 hours or 48 hours for less serious symptoms. We have included the inclusion and exclusion criteria below and a separate one-page service summary for your information as well as a list of current providers.

**If you are not currently providing the service**

Please signpost any patient presenting to your practice with symptoms suggestive of an urgent eye condition to a nearby participating CUES practice. The list of accredited optical practices currently providing the service is available on the Primary Eyecare Website [www.primaryeyecare.co.uk](http://www.primaryeyecare.co.uk) using the 'Find a Practice' tool. For your reference we have included a current list of Providers with this correspondence, but please note, the list of providers is being updated regularly as more optical practices join the service, so for the most up to date information it is advisable to view the list of the website linked above.

We would appreciate it if all practices could display a CUES wall poster on their door to help signpost patients to the service. If your practice is currently closed, it would be much appreciated if something could be added to your answerphone message, directing patients to CUES.

**Q) I want to provide CUES in my practice, what should I do?**

Please complete the form linked below to register your interest:

<https://bit.ly/3e7IXI1>

If you have **5 or more practices**, you can complete and submit the information by way of completing a dedicated excel template, in which all fields must be completed or the EOI will not be accepted. To receive a copy of this template please email us on: [UEC@primaryeyecare.co.uk](mailto:UEC@primaryeyecare.co.uk) and return to the same address.

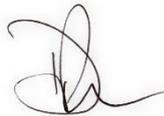
If you are a current provider, or have already expressed an interest, and have any questions please contact [UEC@primaryeyecare.co.uk](mailto:UEC@primaryeyecare.co.uk), your local clinical governance and performance lead (CGPL) or LOC.

Kind regards

Yours sincerely,



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Birmingham and Solihull CCG



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Primary Eyecare Services