



Dear colleagues,

We would like to inform you of a number of key changes to CUES (now transitioning to be known as the Community Urgent Eyecare Service).

For CUES Provider practices:

You will have received comms from Primary Eyecare Service on Friday 7th January fully detailing the changes. Please could you share this information with all members of your practice team. A copy of these comms and the updated pathway and protocol documents can be found [here](#). There is also a service update one-pager (BSW Urgent Eyecare Service Update January 2022) which may be useful for you to share to support any discussion with local GP and pharmacy colleagues etc.

For non-CUES provider practices:

If you wish to signpost a patient into CUES, you can now direct them to call 0300 303 4922, Monday to Saturday 9am-5pm.

A summary of the service (BSW Urgent Eyecare Service Update January 2022) can be found [here](#).

Who is eligible for CUES?

- CUES is available to patients presenting with a recent onset urgent eye problem such as a painful eye, foreign body, sudden change in vision, or sudden onset of flashes and floaters which may suggest retinal detachment.
- CUES is available to patients of any age with a GP in BaNES, Swindon or Wiltshire.
- Patients with non-urgent or longstanding symptoms are not eligible for CUES.

For practices wishing to provide CUES:

Please visit the PES Help Centre for further information:

<https://help.optom-referrals.org/category/235-getting-started>

Kind regards,

Avon LOC and Primary Eyecare Services
