



CUES Service Delivery Update

Dear CUES practices

Primary Eyecare Services would like to inform you of an important pathway change to the Community Urgent Eyecare Services (CUES) in BSW (Bath and North East Somerset, Swindon and Wiltshire).

- A telemedicine appointment will no longer be mandatory for every patient in CUES in BSW. Telemedicine should continue to be used for suitable patients identified in the triage process.
- Your team should start to use the new triage form attached replacing the previous version. If your practice team is unsure of the appointment type required for a patient, they should seek the advice of a CUES clinician.
- Patients triaged to require telemedicine or face-to-face appointment should be booked for an assessment with a clinician within 24 hours.
- A face-to-face assessment resulting from a telemedicine appointment is to be booked in a timeframe of 24 hours or 5 working days. The telemedicine clinician will determine the timing of the face-to-face assessment.
- As there is variation in CUES delivery across the country, OPERA will still require the telemedicine assessment module to be completed even when is not required for an episode. The face-to-face assessment section can only

be accessed when the telemedicine assessment has been populated. Please see the guidance attached of how you should complete the telemedicine module when you are proceeding directly to a face-to-face appointment.

- Colleagues signposting patients into CUES (GP practices, pharmacy, non-participating optical practices, hospital Trusts, NHS 111 etc) will now be able to direct patients to a central telephone number. The PES Hub will carry out non-clinical triage/screening and arrange a telemed appointment with a PES optometrist or a face-to-face appointment at a CUES practice.
- The introduction into the pathway of the PES Hub will reduce administrative and triage/screening demand on practices. The success of this addition to the pathway will rely on practices working closely with the Hub to arrange appointments where face-to-face assessment is needed.
- When a patient contacts your practice directly, please continue to triage/screen them as per the current pathway, to ensure that we are not adding unnecessary additional steps into the patient pathway.
- Comms to GPs and other colleagues regarding the Hub will go out in the next few days; these are attached to aid support practices in conversations with local colleagues.

These changes should make the patients journey more suitable and continue to utilise telemedicine where appropriate. We hope it will allow clinicians to deliver the service more effectively and help with capacity in the service.

Attached you will find new service documentation; please share this with your teams as soon as possible.

We want to take this opportunity to thank you all for delivering such a fantastic service in BSW over the past year and we wish you all a happy new year!

Kind Regards

Primary Eyecare Services