CUES: COVID -19 Urgent Eye Care Service: Patient Pathway

Patient signposted to CUES

e.g. Pharmacy, GP, Care navigator, HES or A&E triage, NHS111, closed optical practice, provider recorded messages and website

Patient telephones CUES optical practice – (assumes non-clinical management)

Short discussion/review to identify: eligibility criteria, COVID-19 screen, potential red flags, patient already under HES

Offer Remote Consultation

Meets eligibility criteria for service. (See clinical assessment table)

Suitable for Essential GOS

Explore remote provision and offer an appointment by exception only.
PPE as per national quidance.

Not eligible / Asymptomatic

Offer advice / manage appropriately / defer routine appointment

Red Flags -

Likely high risk discuss immediately with Optometrist, if unsure

Remote Telephone and /or video consultation

Follow College of Optometrists remote consultations during COVID-19 pandemic guidance assessment and management

+/- remote advice from Optometrist with higher qualification or Ophthalmologist
+/- remote prescribing
+/- remote follow-up

Face-to-Face Consultation optical practice acting as urgent care hub assessment and management (use PPE)

+/- remote advice from Optometrist with higher qualification or Ophthalmologist
+/- remote prescribing
+/- follow-up (ideally remote)

Discharge

Patient selfcare and information

Defer referral

Referral can be safely delayed. Reassess in 4-6 months

GP Referral

General health care (e.g. blood tests)

Referral to HES – Non-emergency

Manage patient expectations regarding first appointment & follow local protocols

Referral to HES - Emergency Make

contact in advance
May request optometric
consultation first if not
already done or advise
remote treatment.
follow local protocols

Developed by: NHS England, Local Optical Committee Support Unit, and the Clinical Council for Eye Health Commissioning

Clinically endorsed by: The College of Optometrists and The Royal College of Ophthalmologists





