

## **NHS Regional CUES report – London**

### **Introduction to CUES - Urgent Eyecare delivered locally**

CUES is an urgent eyecare service delivered from primary care optometric practice. The service provides telephone triage, remote consultation and where necessary assessment and management of recent onset urgent and ocular presentations.

The CUES service was developed by NHS England, LOCSU and the Clinical Council for Eye Health Commissioning and is clinically endorsed by the Royal college of Ophthalmologists and College of Optometrists.

When first published, the COVID-19 Urgent eyecare service (CUES) pathway was promoted as a response to the pandemic; to help ensure timely access to urgent and emergency eye care in a “COVID-safe” way, without the need to travel to a hospital.

However, it was always intended that CUES would also deliver against the NHS long term plan objectives and be fit for the future, a future without COVID but where urgent eyecare is still delivered locally, optimising the existing workforce and expertise across the eye care pathway.

Commissioned for the future, CUES will continue to:

- Improve access to local timely care for patients with urgent ocular presentations, reducing the need to travel to the hospital.
- Deliver clinical triage, assessment, treatment and advice by telephone or video to reduce the need for face-to-face contact, where appropriate, often avoiding the need for many patients to leave their home.
- Provide face to face consultations in primary care optical practices, utilising specialist ophthalmic or higher qualified optometric advice and guidance to support clinical decision making, where necessary.
- Facilitate timely and fully informed urgent and emergency eye referrals, where necessary, following local referral protocols
- Ensure the knowledge and skills of the optical practice workforce (Optometrists, Dispensing Opticians and Contact lens Opticians) are utilised as primary health care providers.
- Reduce the burden on the rest of primary care (GP practices) and reduce pressures on ophthalmology departments within secondary care.

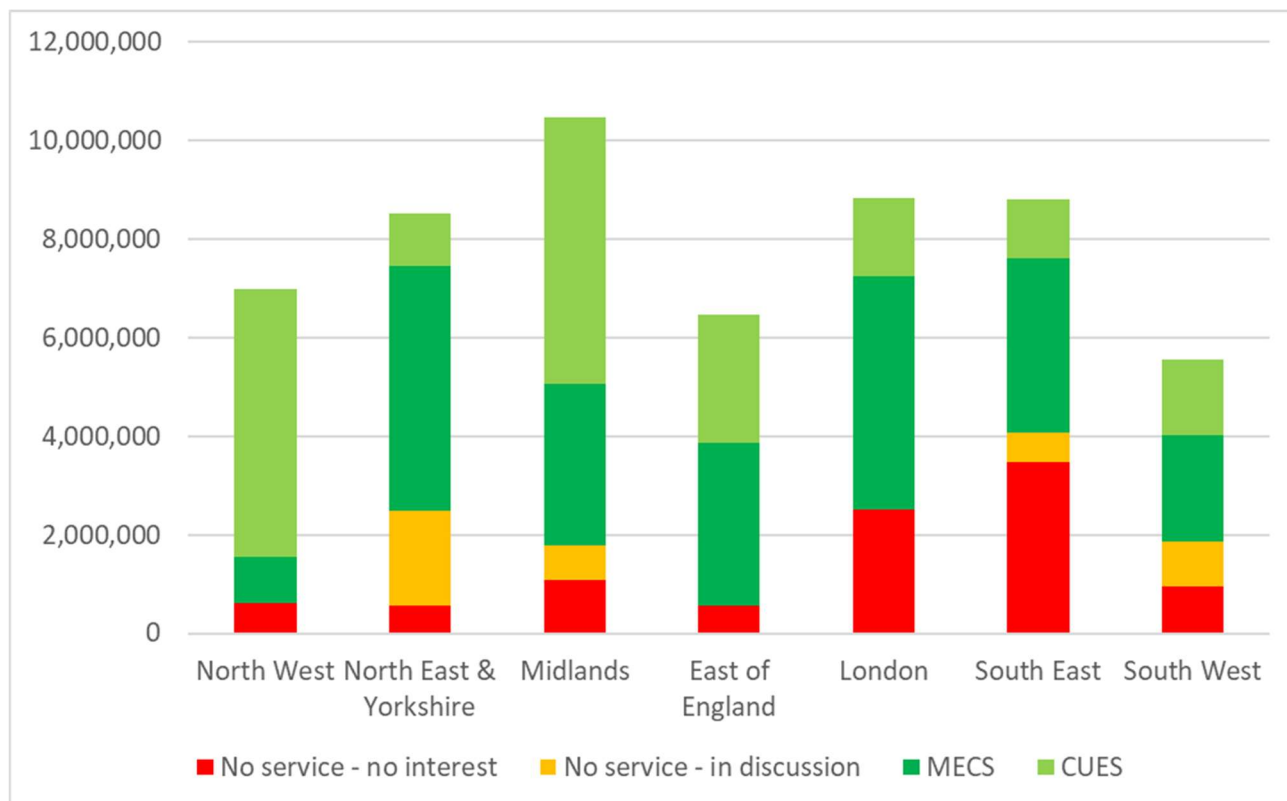
### **London Region benchmarking data**

In the London region, 72% of the population is covered by a CUES or MECS service, although there is a wide variance across the region.

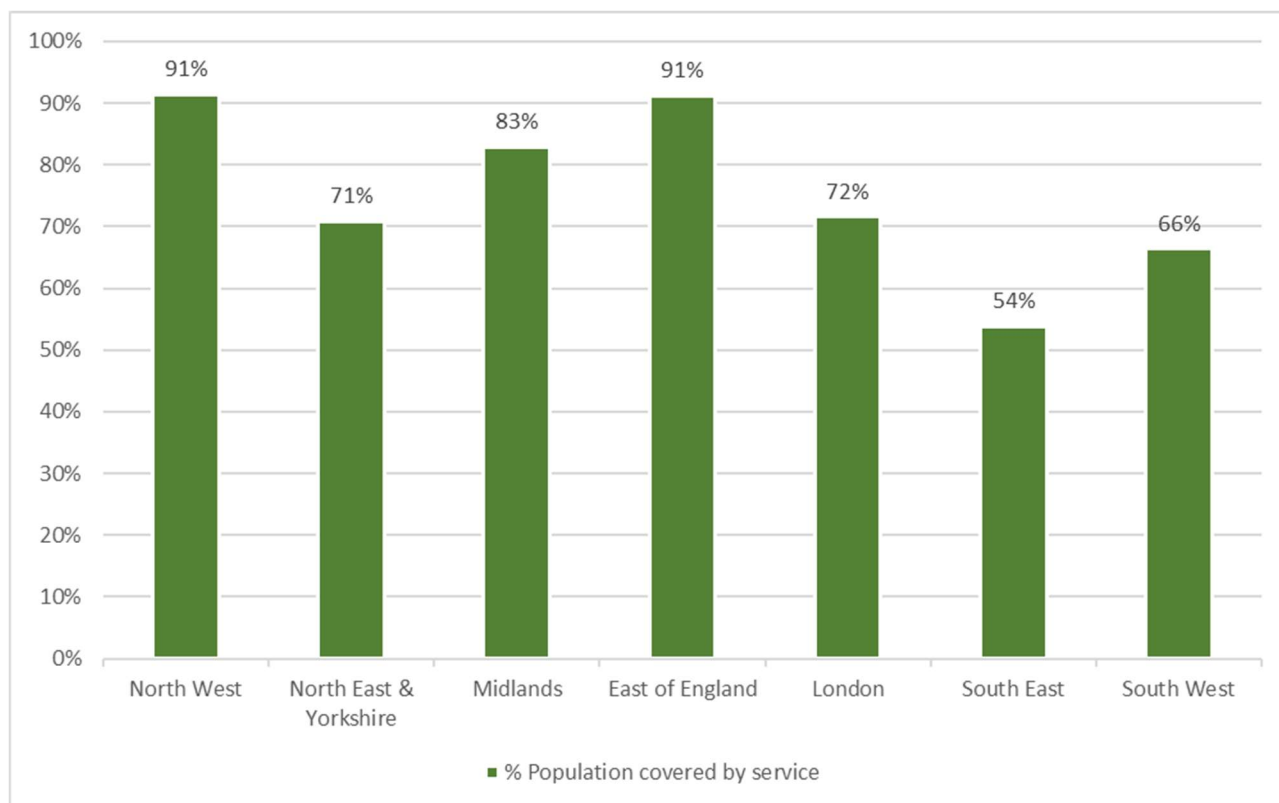
The graphs below show the London region compared to the other 6 regions in England and also graphs for the London region, broken down into the 5 ICS footprints.

The full data per CCG can be found in the appendix.

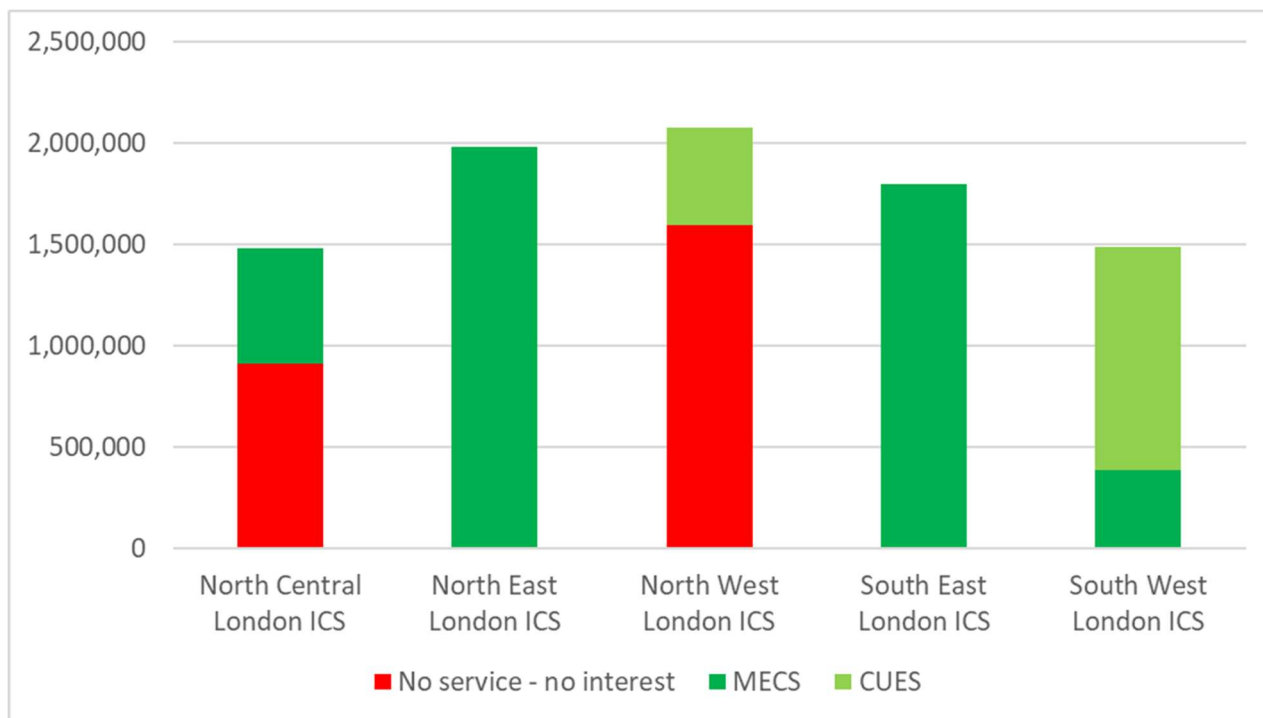
**Graph 1 - Population covered by CUES and MECS by NHS Region (12 March 2021)**



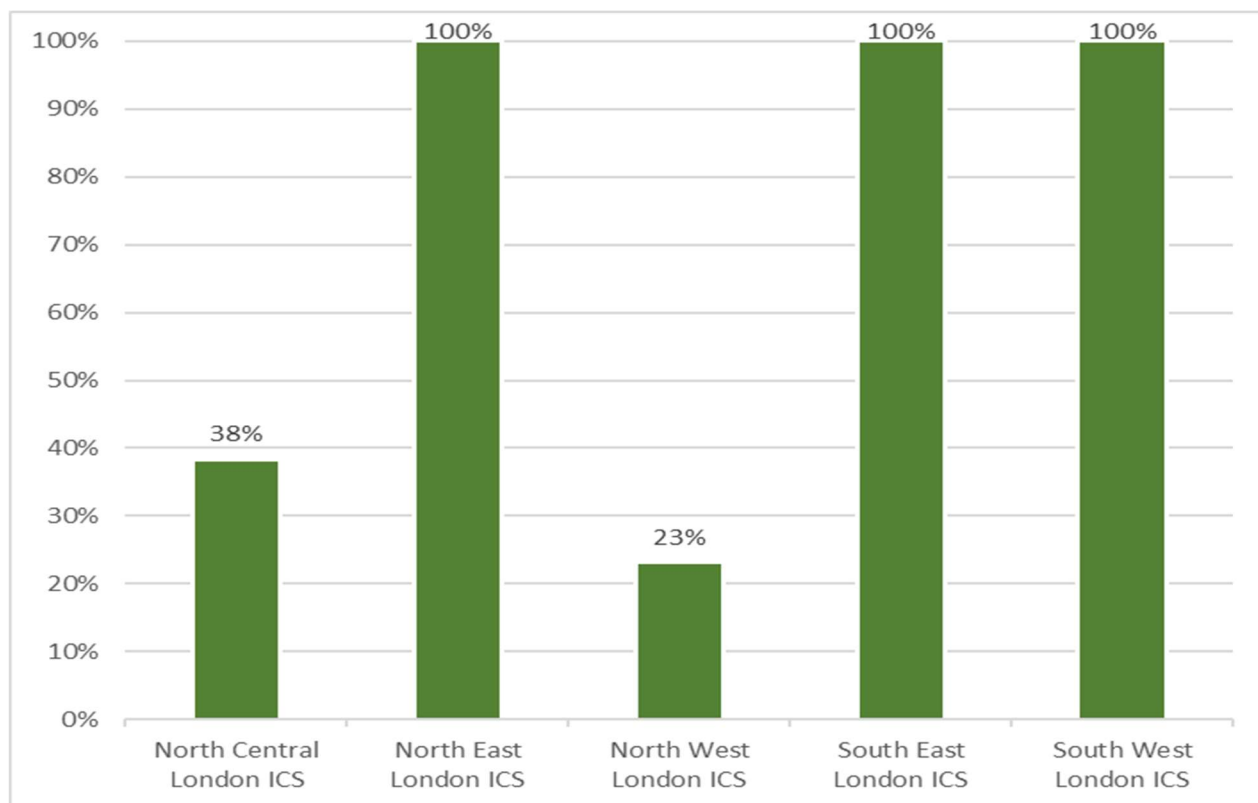
**Graph 2 - % Population covered by service by NHS Region (12 March 2021)**



**Graph 3 - London Region: Population covered by CUES and MECS – by ICS (12 March 2021)**



**Graph 4 – London Region: % Population covered by CUES and MECS – by ICS (12 March 2021)**



## Appendix

### Population at CCG and ICS level

ICS	CCG	ICS Population	Service and Population		
			CUES	MECS	No service – no interest
North Central London ICS	North Central London (Barnet)	1,480,093			387,803
	North Central London (Camden)				253,361
	North Central London (Enfield)			332,705	
	North Central London (Haringey)				271,224
	North Central London (Islington)			235,000	
North East London ICS	Barking And Dagenham	1,983,583		210,711	
	City And Hackney			283,583	
	Havering			256,039	
	Newham			347,996	
	Redbridge			301,785	
	Tower Hamlets			307,964	
	Waltham Forest			275,505	
North West London ICS	Brent	2,075,696			329,102
	Central London		177,480		
	Ealing				342,736
	Hammersmith And Fulham				182,998
	Harrow				248,880
	Hillingdon		302,343		
	Hounslow				269,100
	West London				223,057
South East London ICS	South East London (Bexley)	1,797,951		246,124	
	South East London (Bromley)			329,391	
	South East London (Greenwich)			282,849	
	South East London (Lambeth)			324,048	
	South East London (Lewisham)			301,307	
	South East London (Southwark)			314,232	
South West London ICS	South West London (Croydon)	1,487,678		384,837	
	South West London (Kingston)		174,609		
	South West London (Merton)		206,052		
	South West London (Richmond)		195,680		
	South West London (Sutton)		203,243		
	South West London (Wandsworth)		323,257		

Source: Office of National Statistics: CCG Populations