



## NHS Regional CUES report – Midlands

### 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.

### Midlands Region benchmarking data

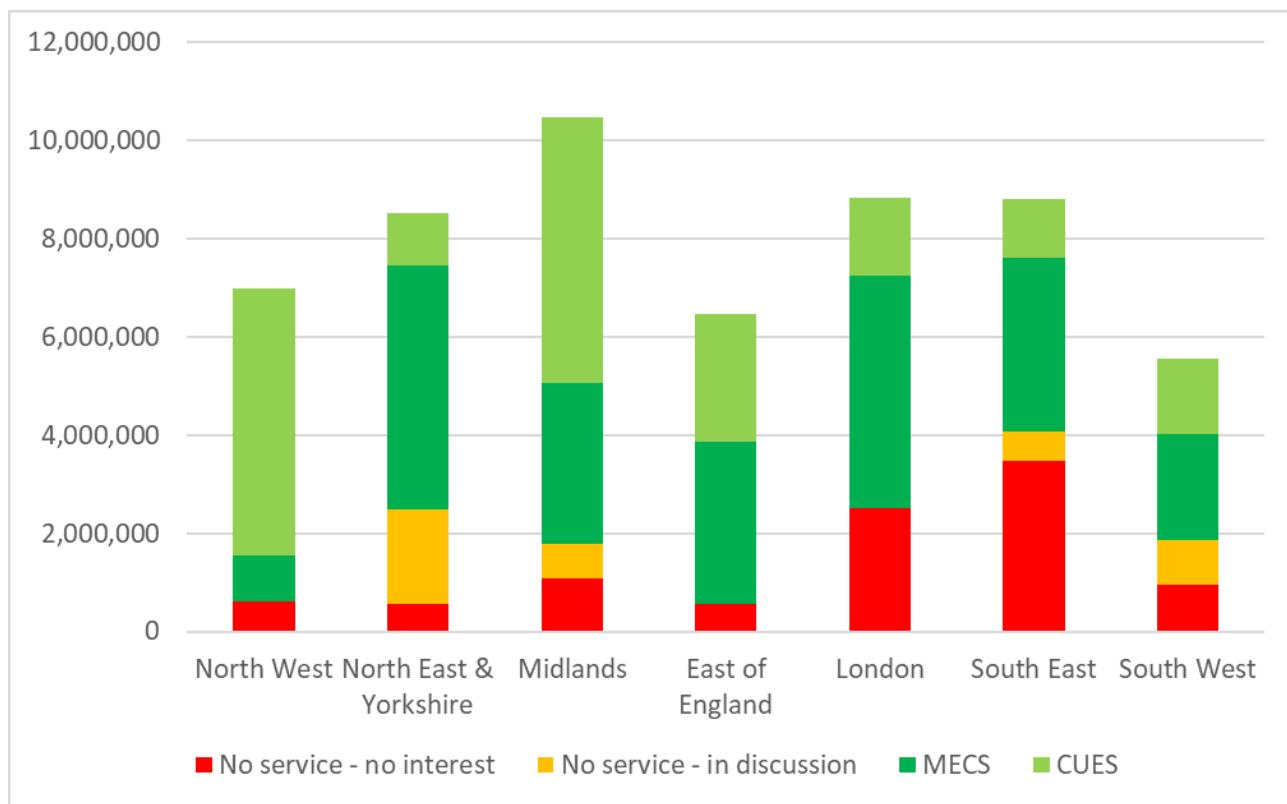
In the Midlands region, 83% of the population is covered by a CUES or MECS service however there is a wide variance across the region. Some ICSs have an urgent eye care service across its whole geography, delivered from optometric practice and serving its entire population and two ICSs have neither CUES nor MECS commissioned.

The service in Nottingham & Nottinghamshire ICS isn't being delivered in the same way as other ICSs, however it provides an urgent eyecare service delivered through a hybrid model of primary care optometric practices and community ophthalmology primary care locations.

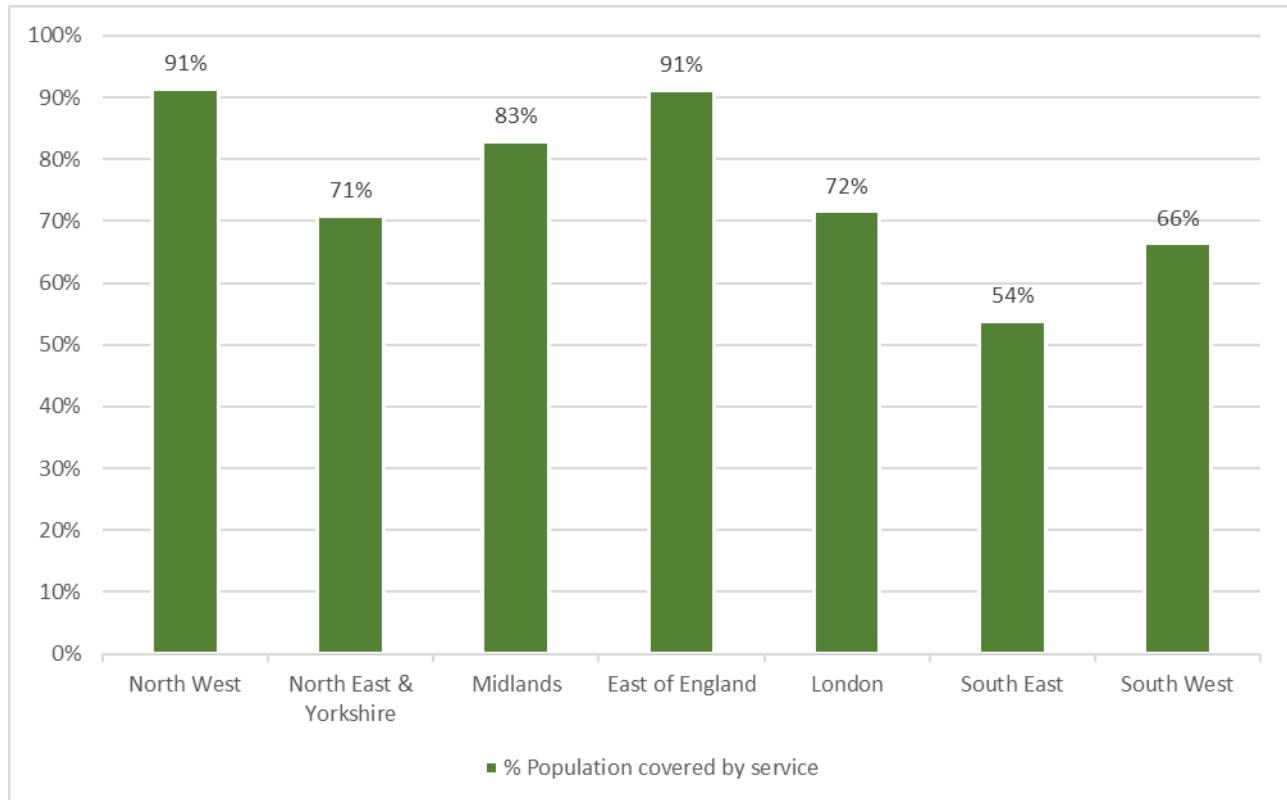
The graphs below show the Midlands region compared to the other 6 regions in England and also graphs for the Midlands region, broken down into the 11 ICS footprints.

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

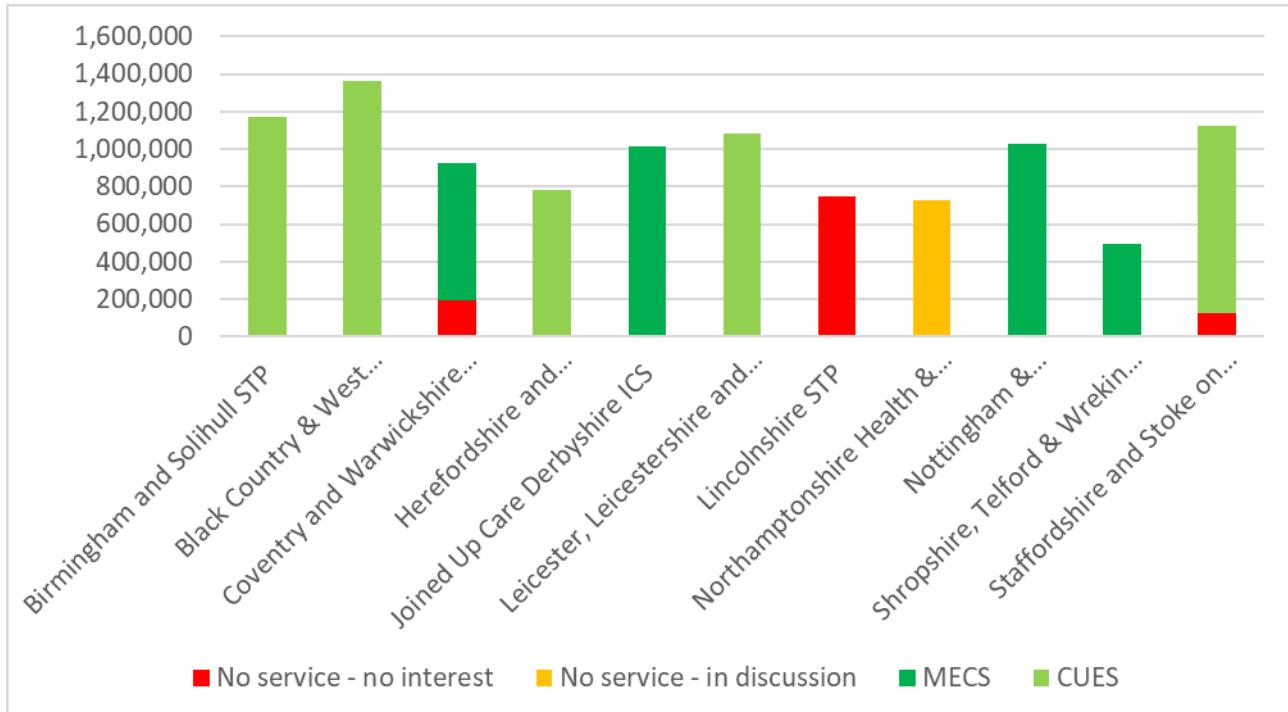
**Graph 1 - Population covered by CUES and MECS by NHS Region (12 March 2021)**



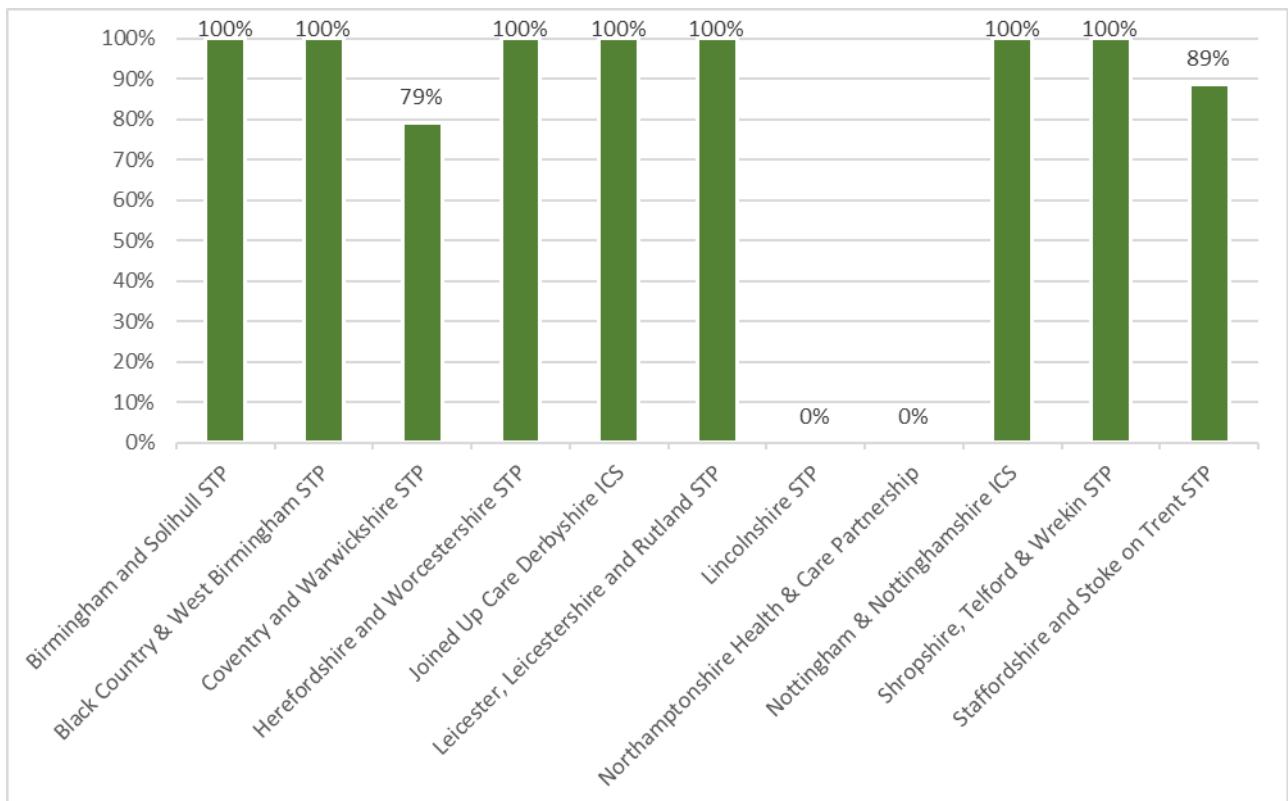
**Graph 2 - % Population covered by service by NHS Region (12 March 2021)**



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



**Graph 4 - Midlands 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			No service – no interest
			CUES	MECS	No service - in discussion	
Birmingham and Solihull STP	Birmingham & Solihull	1,175,256	1,175,256			
Coventry and Warwickshire STP	Coventry And Rugby			466,499		
	South Warwickshire	924,711		265,484		
	Warwickshire North				192,728	
Derbyshire STP	Derby & Derbyshire	1,015,666		1,015,666		
Herefordshire and Worcestershire STP	Herefordshire & Worcestershire	779,411	779,411			
Leicester, Leicestershire and Rutland STP	East Leicestershire And Rutland		332,646			
	Leicester City	1,083,226	353,540			
	West Leicestershire		397,040			
Lincolnshire STP	Lincolnshire	751,171			751,171	
Northamptonshire STP	Northamptonshire	724,387			724,387	
Nottinghamshire ICS	Nottingham & Nottinghamshire	1,030,756		1,030,756		
Shropshire, Telford & Wrekin STP	Shropshire			317,459		
	Telford And Wrekin	493,227		175,768		
Staffordshire and Stoke on Trent STP	Cannock Chase		135,906			
	East Staffordshire				127,234	
	North Staffordshire		219,248			
	South East Staffordshire	1,126,203	225,724			
	And Seisdon Peninsula					
The Black Country STP	Stafford And Surrounds		154,502			
	Stoke On Trent		263,589			
	Dudley		319,419			
	Sandwell And West Birmingham	1,361,898	501,260			
	Walsall		281,293			
	Wolverhampton		259,926			

Source: Office of National Statistics: CCG Populations