



## **NHS Regional CUES report – South East**

### **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.

### **South East Region benchmarking data**

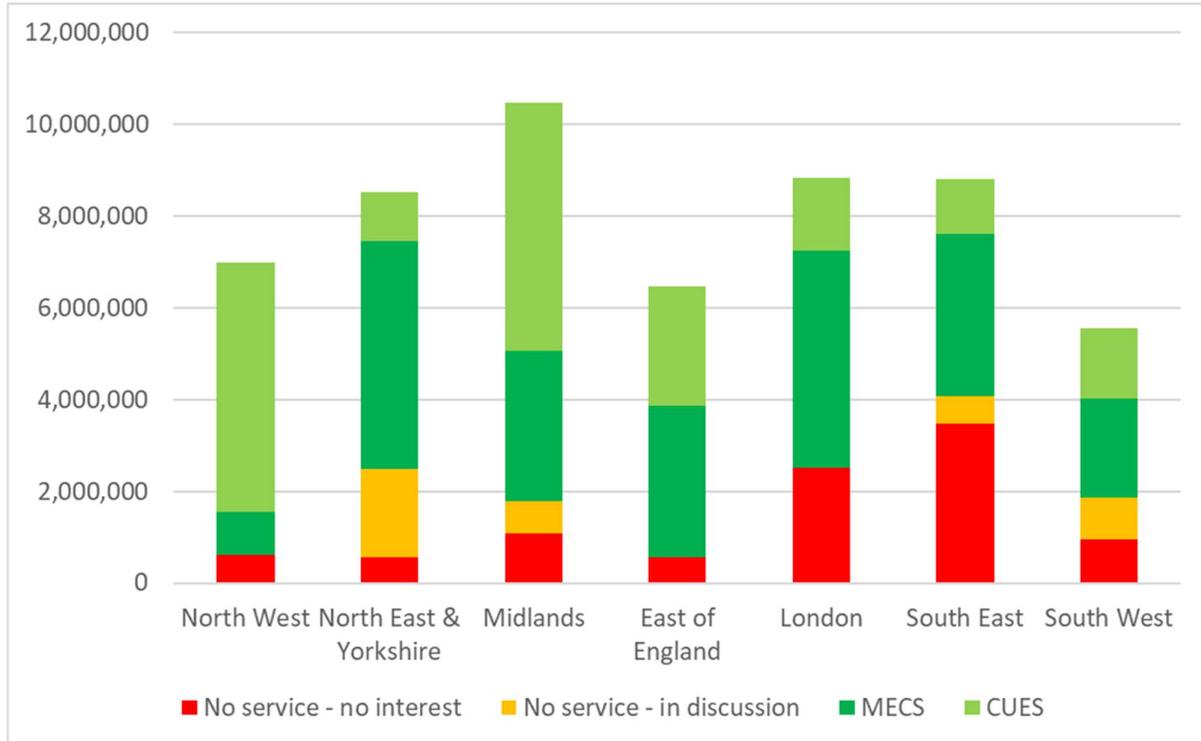
In the South East region, 54% of the population is covered by a CUES or MECS service. There is a wide variance across the region with one ICS having an urgent eye care service across its whole geography, delivered from optometric practice and serving its entire population and one ICS having neither CUES nor MECS commissioned.

In addition, due to the historical Surrey Downs CCG area offering MECS from a small number of practices, this disproportionately gives Surrey Heartlands ICS the appearance of a higher MECS coverage for its population than is the reality.

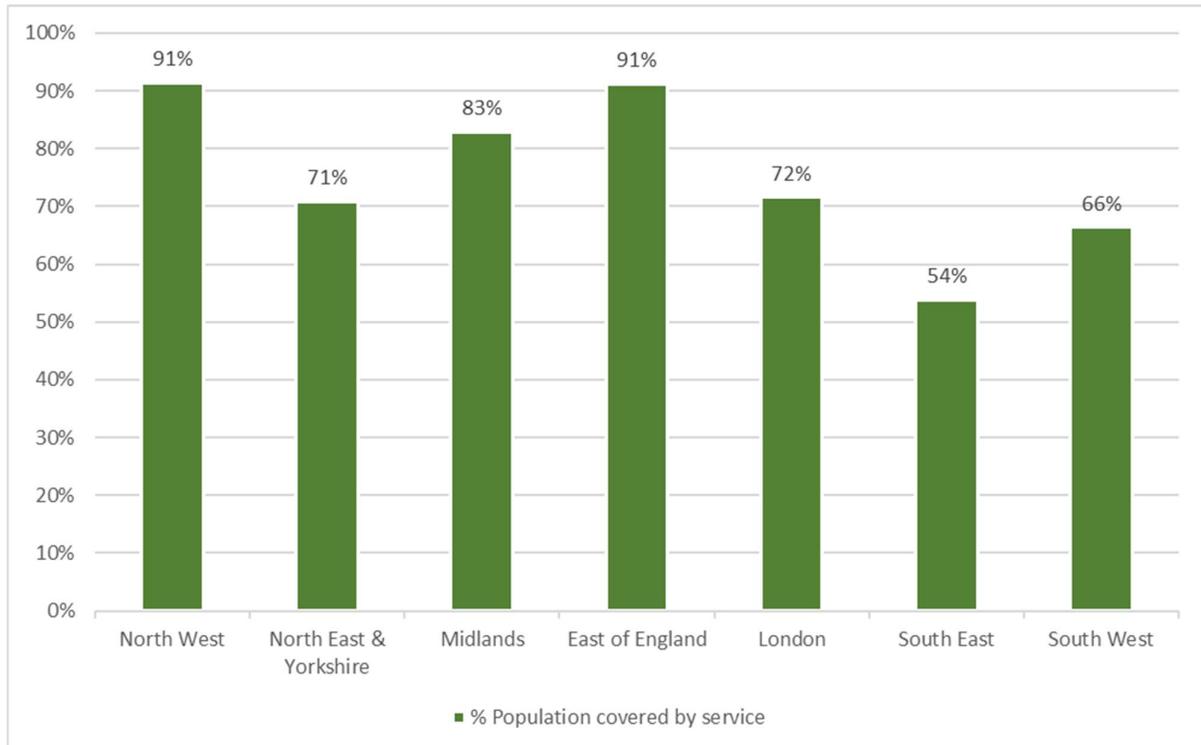
The graphs below show the South East region compared to the other six regions in England and also graphs for the South East region, broken down into the five ICS footprints.

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

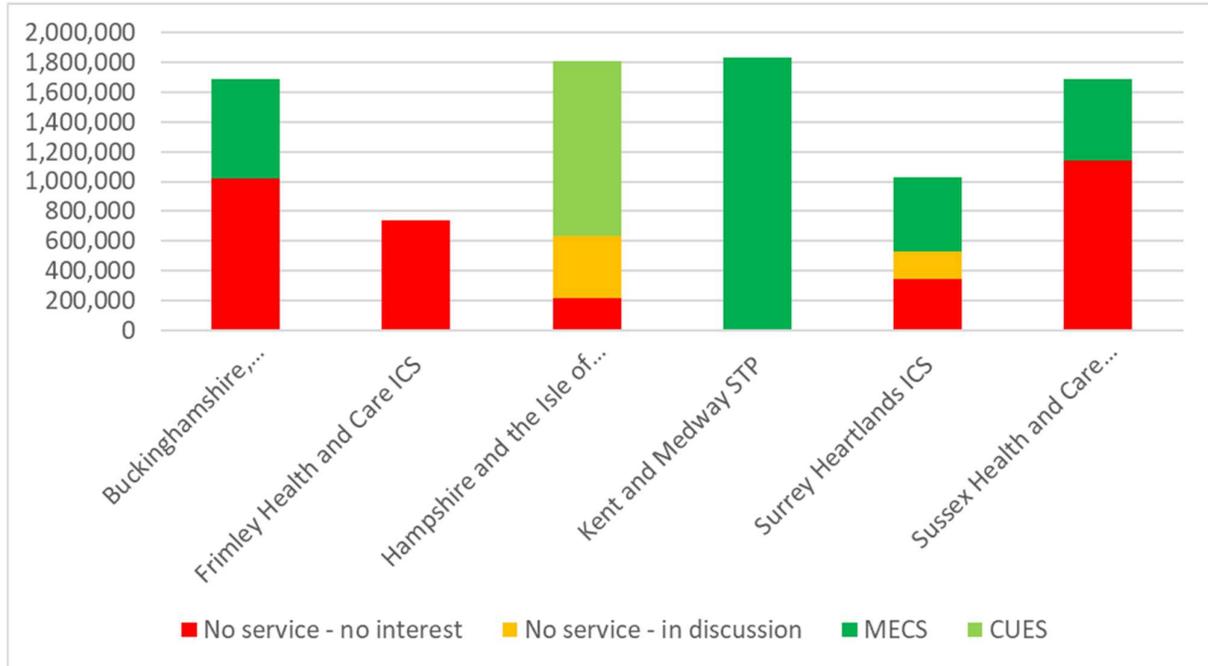
**Graph 1 - Population covered by CUES and MECS by NHS Region (12 March 2021)**



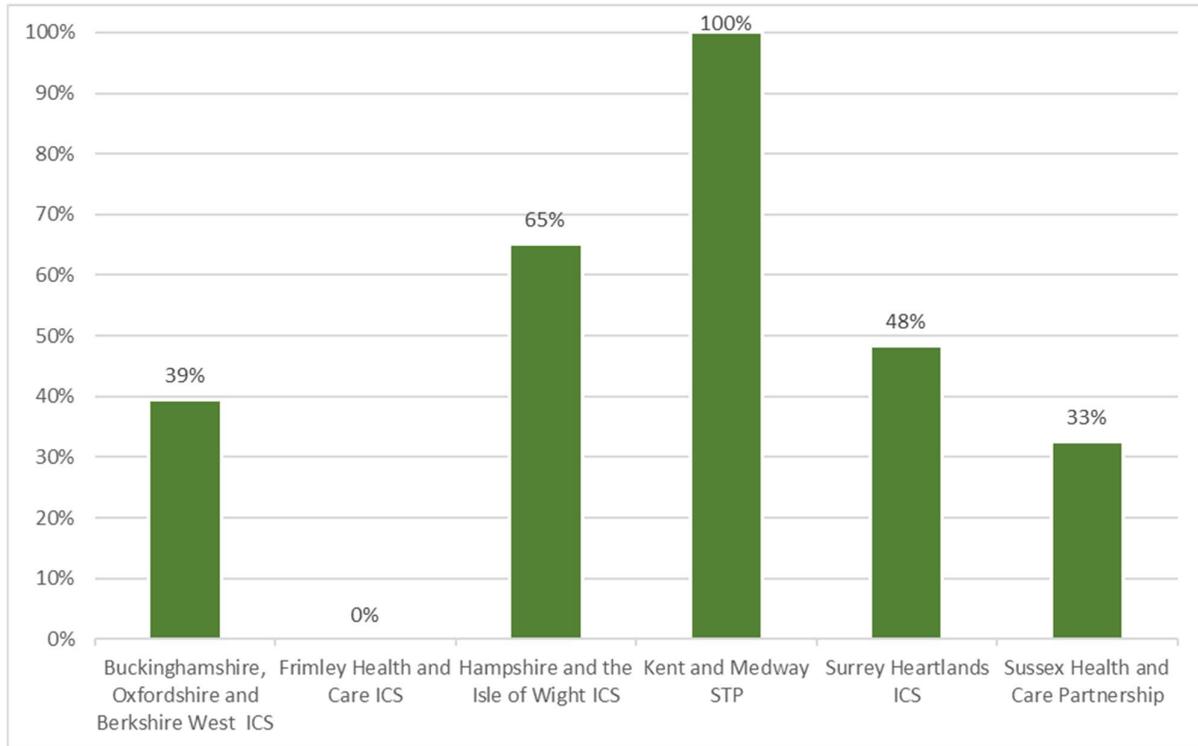
**Graph 2 - % Population covered by service by NHS Region (12 March 2021)**



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



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



## Appendix

### Population at CCG and ICS level

ICS	CCG	ICS Population	CUES	Service and Population			
				MECS	No service - in discussion	No service - no interest	
Buckinghamshire, Oxfordshire and Berkshire West ICS	Berkshire West	1,692,579				486,528	
	Buckinghamshire					538,438	
	Oxfordshire			667,613			
Frimley Health and Care ICS	East Berkshire	739,365				431,405	
	North East Hampshire And Farnham					211,333	
	Surrey Heath					96,627	
Hampshire and the Isle of Wight ICS	Fareham And Gosport	1,811,202			201,728		
	Isle Of Wight		140,984				
	North Hampshire		223,243				
	Portsmouth				214,718		
	South Eastern Hampshire						214,649
	Southampton City		252,359				
West Hampshire	563,521						
Kent and Medway STP	Kent & Medway	1,832,252		1,832,252			
Surrey Heartlands ICS	Surrey Heartlands (East Surrey)	1,032,828			184,734		
	Surrey Heartlands (Guildford & Waverley)			208,802			
	Surrey Heartlands (North West Surrey)					347,747	
	Surrey Heartlands (Surrey Downs)			291,545			
Sussex Health and Care Partnership	Brighton And Hove	1,692,767				288,155	
	East Sussex			552,259			
	West Sussex					852,353	

Source: Office of National Statistics: CCG Populations