

19/5/2020

Dear Pharmacist/Manager,

**COVID -19 Urgent Eyecare Service (CUES service) delivered by** **Primary Eye Care Service**

We would like to inform you that the COVID -19 Urgent Eyecare Service (CUES service) has now been rolled out in BaNES, Swindon and Wiltshire.

This service is commissioned by Bath and North East Somerset, Swindon and Wiltshire CCG and is provided by local optical practices via the optometry federation, Primary Eyecare Services Ltd (PES) with the support of Wiltshire and Avon Local Optical Committees. It is for patients registered with a BaNES, Swindon and Wiltshire CCG GP practice.

The primary aim of this Service is to ensure people can access urgent eyecare within primary care, utilising the established trained workforce in optical practices. This is essential to reduce demand on primary care and hospital eye services during the coronavirus (Covid-19) pandemic.

The Service will provide initial contact, telephone triage, remote consultations and where necessary face to face assessments and management of recent onset symptomatic or urgent ocular presentations.  We have provided a one page service summary with this communication for your information.

The list of accredited optical practices currently providing the service is available on the Primary Eyecare Website [www.primaryeyecare.co.uk](http://www.primaryeyecare.co.uk) using the ‘Find a Practice’ tool. For your reference we have included a current list of Providers with this correspondence, but please note, the list of providers is being updated regularly as more optical practices join the service, so for the most up to date information it is advisable to view the list of the website linked above.

We would appreciate your support in promotion of the CUEs service to patients, to ensure we can support the wider healthcare system as much as possible during this difficult time. We have attached a printable CUEs Service patient and wall poster that can be displayed in you Pharmacy. We are also spreading the word via social media so if your Practice has a Twitter account that your patients frequent please retweet the service information we post. Our Twitter handle is: @EyecareServices

We are very happy to answer any queries you or your colleagues may have about the service – please send any queries to UEC@primaryeyecare.co.uk

Yours sincerely,



Amy Hughes Dharmesh Patel

Clinical Governance and

Performance Lead Chief Officer

Primary Eyecare Service Primary Eyecare Services