

Urgent Eyecare Service

**Red Eyes? Flashes or floaters?
Any other problems?**

Free NHS appointments available at local opticians
Find a participating practice at primaryeyecare.co.uk

Service provided by Primary Eyecare

Primary
eyecare

Urgent Eyecare Service (CUES)



Please choose a practice from the below list and contact them using the telephone number provided. The practice will run through some questions to understand your symptoms better. All patients who are suitable for an appointment within the service will have a remote telephone / video consultation with an accredited practitioner. Only those requiring essential eye care will attend an optical and see an optometrist for an appointment.

This list is subject to change, please visit www.primaryeyecare.co.uk

Practice Name	Address	Town	County	Post Code	Telephone Number
Actons Opticians	10 Cornmarket	Worcester	Worcestershire	WR1 2DR	01905 22156
Andrew Jelley Opticians	18 Teme Street	Tenbury Wells	Worcestershire	WR15 8BA	01584 811445
BBR Optometry	Marbury House, 38 St Owen Street	Hereford	Herefordshire	HR1 2PR	01432 265030
Boots Opticians	52 St Andrews Square	Droitwich Spa	Worcestershire	WR9 8HE	01905 774661
Edmund Proctor Associates	Coppice Gate, Tanners Hill	Bewdley	Worcestershire	DY12 2LP	07701 281081
Eye Opticians	28 Hewell Road	Barnt Green	Birmingham	B45 8NE	0121 445 4545
Eyecare Opticians Parkside	BHI Parkside Health Centre, Stourbridge Road	Bromsgrove	Worcestershire	B61 0AZ	0152 7888599
Eyedeals Direct	46 High Street	Bromsgrove	Worcestershire	B61 8HQ	01527 579777
Geoffrey Roberts Optometrist	38 St Johns	Worcester	Worcestershire	WR2 5AJ	01905 423217
Hagley Eyecare studio	41 The Old Wood Yard, Hagley Hall	Hagley	Worcestershire	DY9 9LQ	01562 887138
Holland Opticians	16 Graham Road	Malvern	Worcestershire	WR14 2HL	0168 4573942
James Osborne Optometrists	1-3 Swan Lane	Evesham	Worcestershire	WR11 4PA	01386 47997
John & Diane Miller	Chartwell House, 38 Church Street	Malvern	Worcestershire	WR14 2AZ	01684 564766
John & Diane Miller	27 High Street	Ledbury	Herefordshire	HR8 1DS	01531 632290
P J Health		Domiciliary Service		07807 824623	
Pershore Eyecare	16 Bridge Street	Pershore	Worcestershire	WR10 1AT	0138 6555676

Centre					
P J Health	8 Andrews Drive	Evesham	Worcestershire	WR11 2JN	07807 824623
Peter Meredith Optometrist	1 Black Swan Walk	Leominster	Herefordshire	HR6 8HU	01568 616332
Peter Smith Opticians	14 High Street	Pershore	Worcestershire	WR10 1BG	01386 553 922
Philip Crawford Opticians	8 Oxford Street	Kidderminster	Worcestershire	DY10 1BB	01562 822577
Scotts Opticians	Ross Community Hospital, Alton Street	Ross-on-Wye	Herefordshire	HR9 5AD	01989 567244
Scotts Opticians	16 High Street	Kington	Herefordshire	HR5 3AX	01544 231330
Specsavers Opticians	Sainsburys, 2 Carpet Trades Way	Kidderminster	Worcestershire	DY11 6XP	01562 754241
Specsavers Opticians	9 - 13 Pump Street	Worcester	Worcestershire	WR1 2QX	01905 729779
Specsavers Opticians	10 St Andrews Square	Droitwich	Worcestershire	WR9 8HE	01905 7090660
Specsavers Opticians	12 Maylord Street	Hereford	Herefordshire	HR1 2DS	01432 353464
Specsavers Opticians	13 Gloucester Road	Ross on Wye	Herefordshire	HR9 5BU	01989 564460
Specsavers Opticians	25 West Street	Leominster	Herefordshire	HR6 8EP	01568 619340
Specsavers Opticians	3 The Homend	Ledbury	Herefordshire	HR8 1BN	0153 633384
Specsavers Opticians	45 High Street	Stourport on seven	Worcestershire	DY13 8BX	01299 877999
Specsavers Opticians	33 Bull Ring	Ludlow	Shropshire	SY8 1AA	01584 871210
Specsavers Opticians	2 Coventry street	Kidderminster	Worcestershire	DY10 2DG	01562 823552
Specsavers Opticians	Unit 14 New Walk, Kingfisher Shopping Centre	Redditch	Worcestershire	B97 4YP	01527 595558
Specsavers Opticians	Malvern Retail Park, Roman Way	Malvern	Worcestershire	WR14 1PZ	01684 567465
Specsavers Opticians	Bishops Walk Tewkesbury	Tewkesbury	Gloucestershire	GL20 5LQ	01684 273027
Specsavers Opticians	Sainsbury's Supermarket, Gallagher Retail Park	Tewkesbury	Gloucestershire	GL51 9RR	01242 230510
Specsavers Opticians	131 High Street	Bromsgrove	Worcestershire	B61 8AE	01527 579815
Specsavers Opticians	206 High Street Cheltenham	Cheltenham	Worcestershire	GL50 3HF	01242 224314
O'Brien Wrench & Lowcock Opticians	Theocsbury House, 18-20 Barton Street	Tewkesbury	Gloucestershire	GL20 5PP	01684 850212
Vision Express	7/8 High Street	Hereford	Herefordshire	HR4 9AA	01432 342433
Waller and Waller	Lambert House, Edith Walk	Malvern	Worcestershire	WR14 4QH	01684 892727
Tromans Family Eyecare	255a Worcester Road Malvern	Malvern	Worcestershire	WR14 1AA	01684 565145

Worcester Eyecare	91 Sidbury Worcester	Worcester	Worcestershire	WR1 1HU	01905 863585
Brauchli Opticians	7 St Swithins Street	Worcester	Worcestershire	WR1 2PY	01905 26193
Keith Holland and Associates	27 St Georges Road	Cheltenham	Gloucestershire	GL50 3DT	01242 233500
Harper & Cooper	5 Ormond Place	Cheltenham	Gloucestershire	GL50 1JD	0124 2254721
Smith and Swepson	2 Imperial Square	Cheltenham	Gloucestershire	GL50 1QB	0124 2243800
Boots Opticians	99-100 High St, Tewkesbury	Tewkesbury	Gloucestershire	GL20 5JZ	01684 294817
A B Optics	113 Barnards Green Road	Malvern	Worcestershire	WR14 3LT	01684 892586
Actons Opticians	10 Cornmarket	Worcester	Worcestershire	WR1 2DR	01905 22156

Service Summary



COVID-19 Urgent Eyecare Service (CUES)

Inclusion & criteria

The aim of the Covid-19 Urgent Eyecare Service (CUES) is to ensure people can access urgent eyecare within primary care during the coronavirus pandemic. Presenting symptoms will typically include a red or painful eye, foreign body, sudden change in vision, or flashes and floaters which might suggest retinal detachment.

Referral & Entry points

Access to the service is restricted to telephone booking only to:

- Identify people with Covid-19 symptoms, at risk /self-isolating people to signpost to appropriate services
- Offer telephone/ video consultation and self-care advice or provide signed orders remotely, where appropriate
- Offer face to face appointments with optometrist following telephone/video consultations for those who are presenting with urgent and higher risk symptoms (observing PPE guidance and social distancing advice)
- Signpost to emergency services, as appropriate.

Patients should be advised to contact a participating local optical practice directly, participating practices can be found at <http://primaryeyecare.co.uk/find-a-practice/> The first optical practice contacted will triage and direct a patient to the most appropriate clinician for their condition if a face to face appointment is required.

Consultations Outcomes

The practitioner manages the condition and offers the patient advice and/or prescribes/recommends medication. Management may include a minor clinical procedure e.g. foreign body removal. A remote follow-up consultation may be necessary.

- Referral to eye casualty at the local hospital eye service.
- The condition (and subsequent referral) is non-urgent and is safely delayed until following the pandemic. A further appointment is recommended e.g. 4-6 months.
- The practitioner has concerns that the patient may have a systemic condition and makes a referral to their GP.
- Patient referred non-urgently for further investigation and/or treatment in line with local referral pathways and protocols. Managing the patient expectations relating to appointment availability in the current pandemic.
- Where appropriate patients given advice on self-care.

Supply & Use of Medicines following consultation

Where a medicine is required, this will normally be supplied or prescribed by the optometrist, as part of the consultation, through the issue of a signed order for supply by the community pharmacist of the patient's choice; or by directly supplying or selling (where appropriate), "Pharmacy only" (P) medicines and General Sales List (GSL) medicines, and the following POMs: chloramphenicol, cyclopentolate hydrochloride, fusidic acid and tropicamide.

- Independent optometrist prescribers will ideally have access to FP10 prescription, for dispensing by a community pharmacist.
- An approved list of medicines has been agreed. All participating clinicians will only prescribe, supply or issue signed orders for medicines included on the approved formulary, unless there is a clinical reason not to do so.

To find out which Practices are delivering this service in your area and to view the latest service updates. Follow Primary Eyecare Services on Twitter @eyecareservices and our website www.primaryeyecare.co.uk