



NHS Regional CUES report Template – East of England

Introduction to CUES - Urgent Eyecare delivered locally

CUES is an urgent eyecare service delivered by optometry teams, in primary care. The service provides first contact care, through to resolution for most people, by means of telephone triage, remote consultation, assessment, and management of recent onset symptomatic ocular presentations.

Developed primarily as a COVID-19 response to enable care closer to home and to avoid the need to travel to the hospital eye service, the service was co-developed by NHS England, LOCSU (Local Optical Committee Support Unit) and the Clinical Council for Eye Health Commissioning it was further clinically endorsed by the Royal College of Ophthalmologists and College of Optometrists.

Over and above a COVID-19 response service, CUES was always intended to deliver an innovative new care model which would also deliver against the NHS long term plan objectives delivering care out of hospitals through enhanced first contact care. As such it is an important care pathway to support recovery and a key component within the Optometry First Toolkit recommended by NHS England's National Eyecare Recovery and Transformation Programme (NECRTP). [Optometry First Toolkit - Eye Care Hub - FutureNHS Collaboration Platform](#)

An Optometry First urgent care pathway will:

- 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, where appropriate, often avoiding the need for many patients to leave their home.
- Provide in person consultations in primary eye care, 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 that the knowledge and skills of optometry teams, Optometrists (including those with higher qualifications), Dispensing Opticians and Contact lens Opticians) are utilised as primary health care providers.
- Reduce the burden on the rest of primary care, most especially general practice teams.
- Reduce pressures on ophthalmology departments within secondary care.

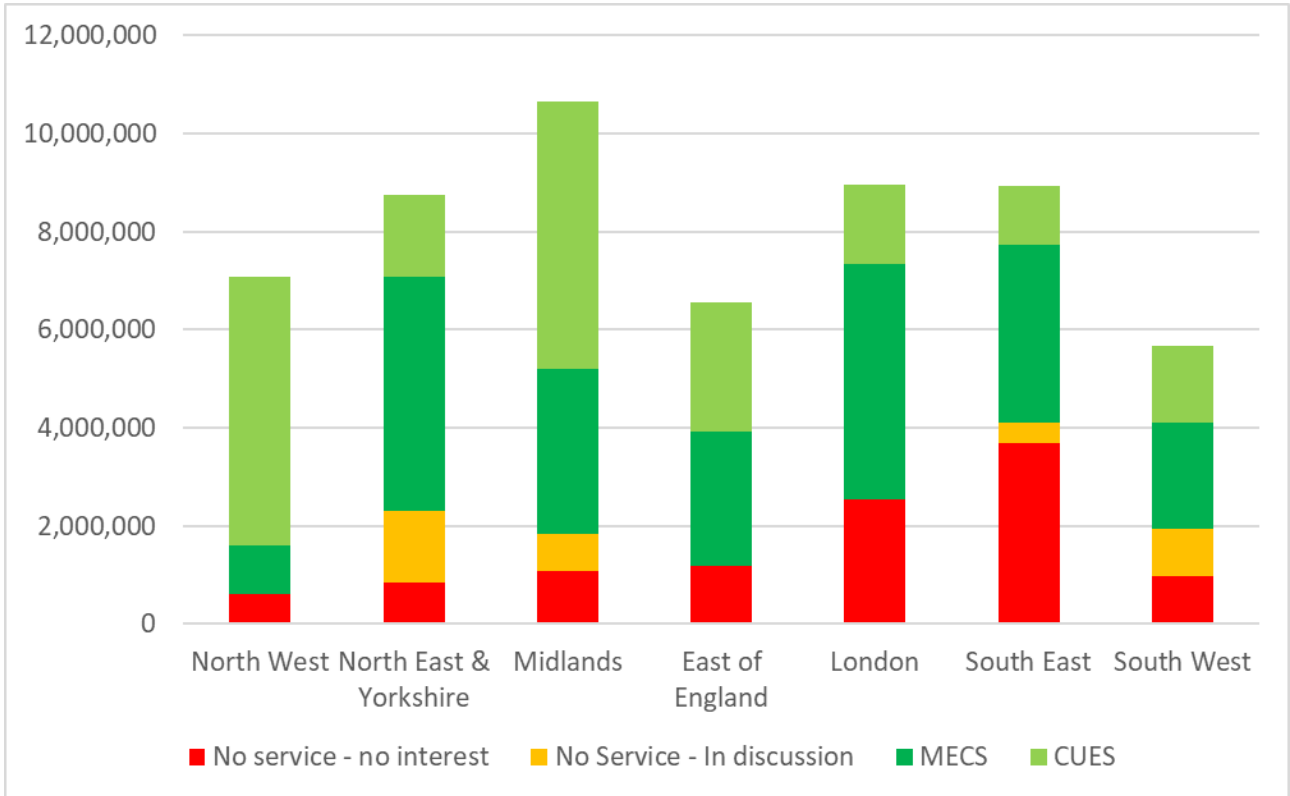
East of England Region benchmarking data

In the East of England region, 82% of the population is covered by a CUES or MECS services. This has decreased by 9% over the past year due to there no longer being a service in Herts Valleys CCG.

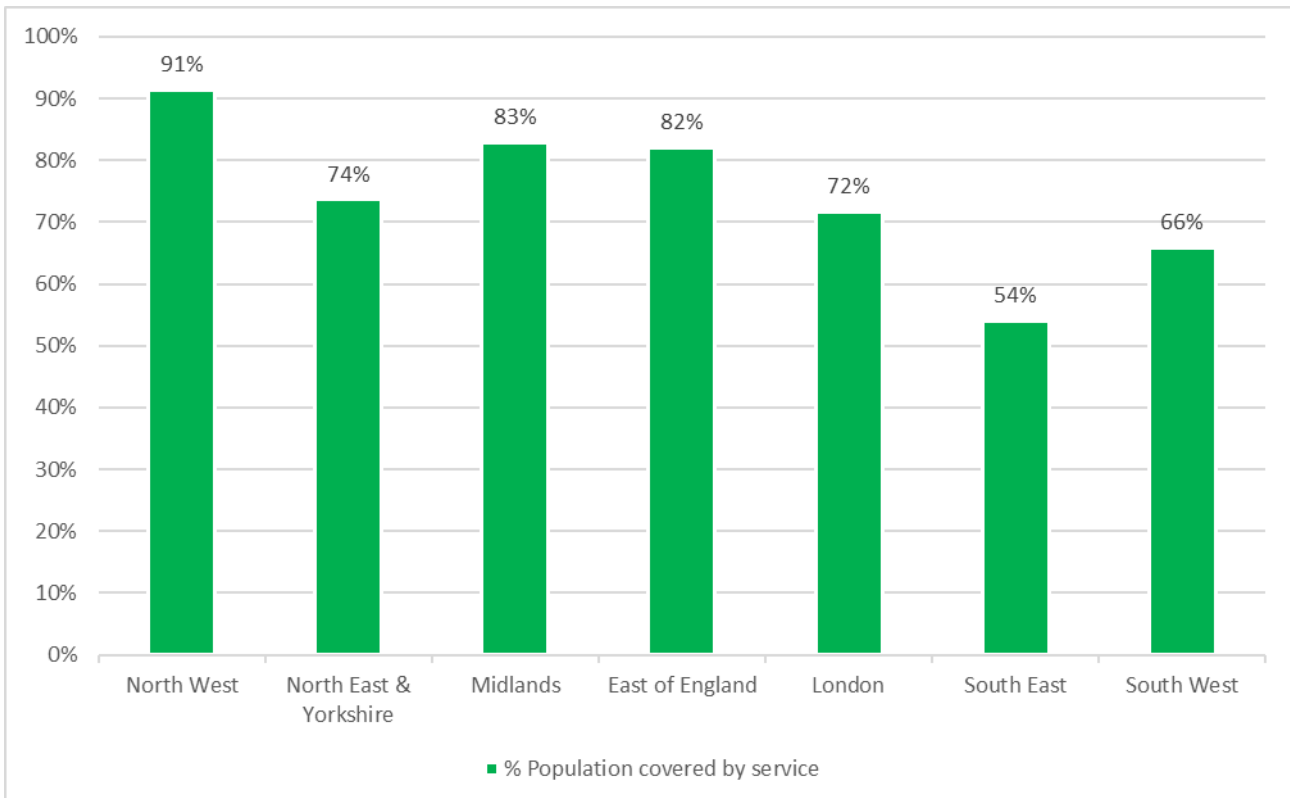
The graphs below show the East of England region compared to the other six regions in England and also graphs for the East of England region, broken down into the six ICS footprints.

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

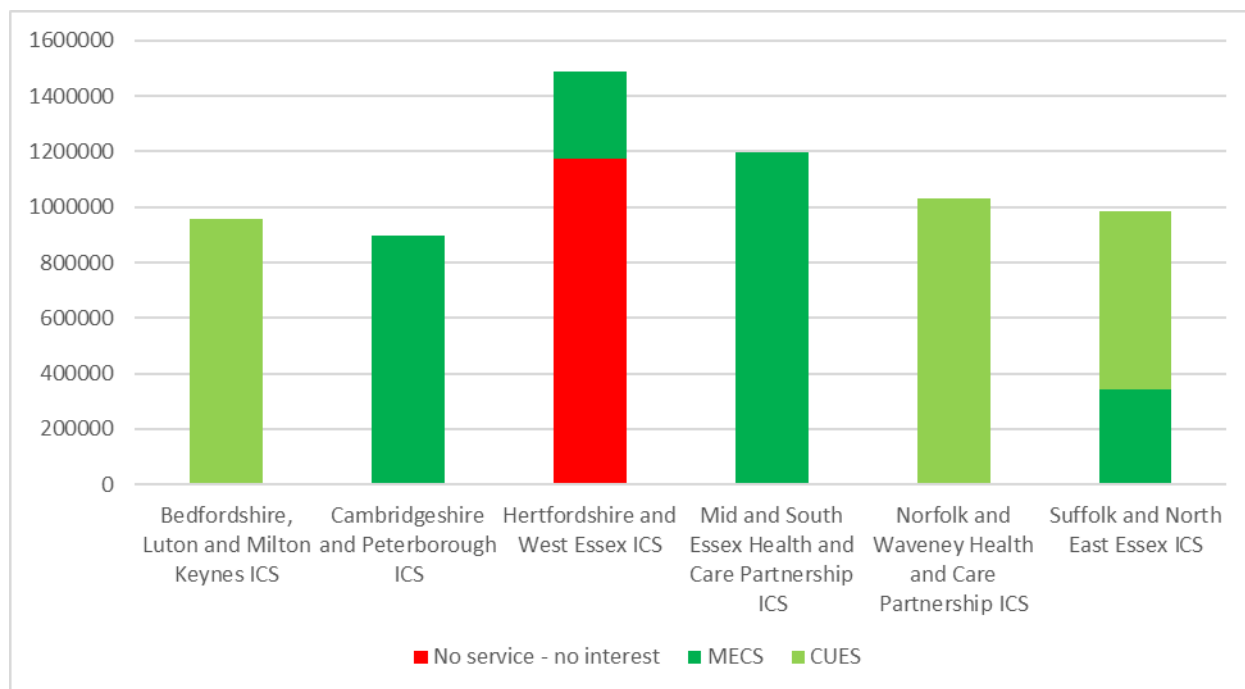
Graph 1 - Population covered by service by NHS Region (18 November 2021)



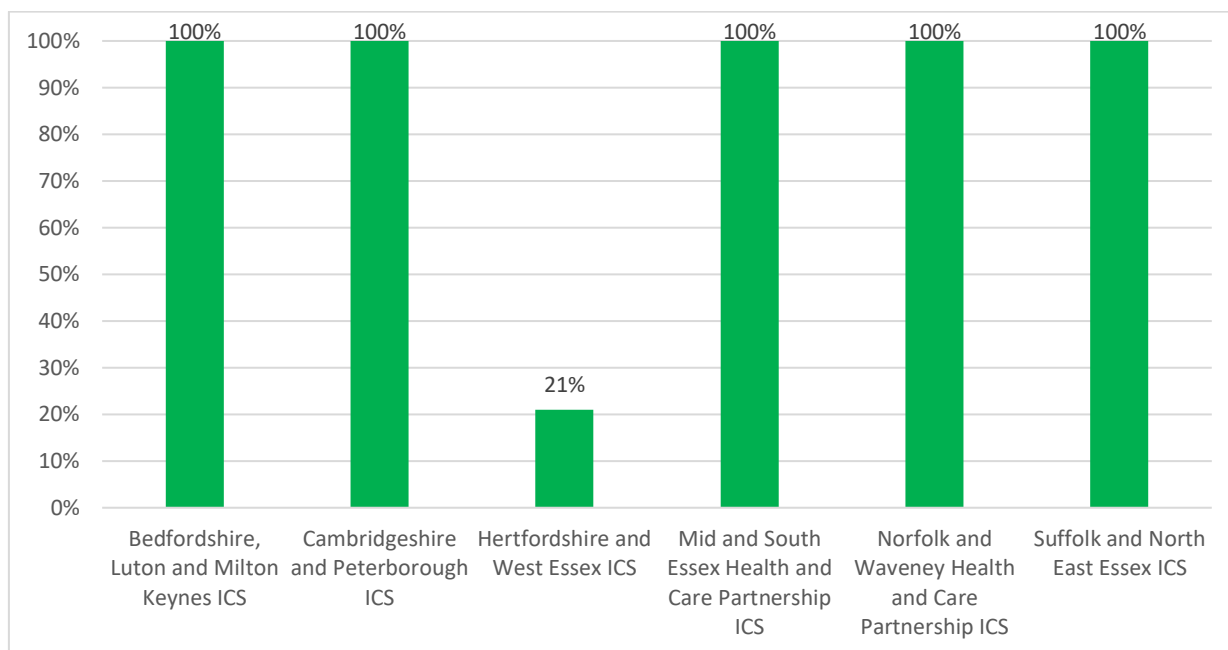
Graph 2 - % Population covered by service by NHS Region (18 November 2021)



Graph 3 – East of England Region: Population covered by CUES and MECS – by ICS (18 November 2021)



Graph 4 - Midlands Region: % Population covered by CUES and MECS – by ICS (18 November 2021)



Appendix

Population at CCG and ICS level

| ICS | CCG | ICS Population | Service and Population | | |
|--|--|-------------------|------------------------|---|--------------------------------|
| | | | CUES | MECS | No service – no interest |
| Bedfordshire, Luton and Milton Keynes ICS | Bedfordshire, Luton & Milton Keynes | 959,098 | 959,098 | | |
| Cambridgeshire and Peterborough ICS | Cambridgeshire and Peterborough | 896,725 | | 896,725 | |
| Hertfordshire and West Essex ICS | East and North Hertfordshire Herts Valleys West Essex | 1,488,061 | | 312,214 | 575,013 600,834 |
| Mid and South Essex Health and Care Partnership ICS | Basildon And Brentwood Castle Point and Rochford Mid Essex Southend Thurrock | 1,199,296 | | 264,800 178,151 398,041 182,773 175,531 | |
| Norfolk and Waveney Health and Care Partnership ICS | Norfolk & Waveney | 1,032,661 | 1,032,661 | | |
| Suffolk and North East Essex ICS | Ipswich And East Suffolk North East Essex West Suffolk | 987,177 | 412,068 230,556 | 344,553 | |

Source: Office of National Statistics: CCG Populations