



## NHS Regional CUES report – London

### 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.

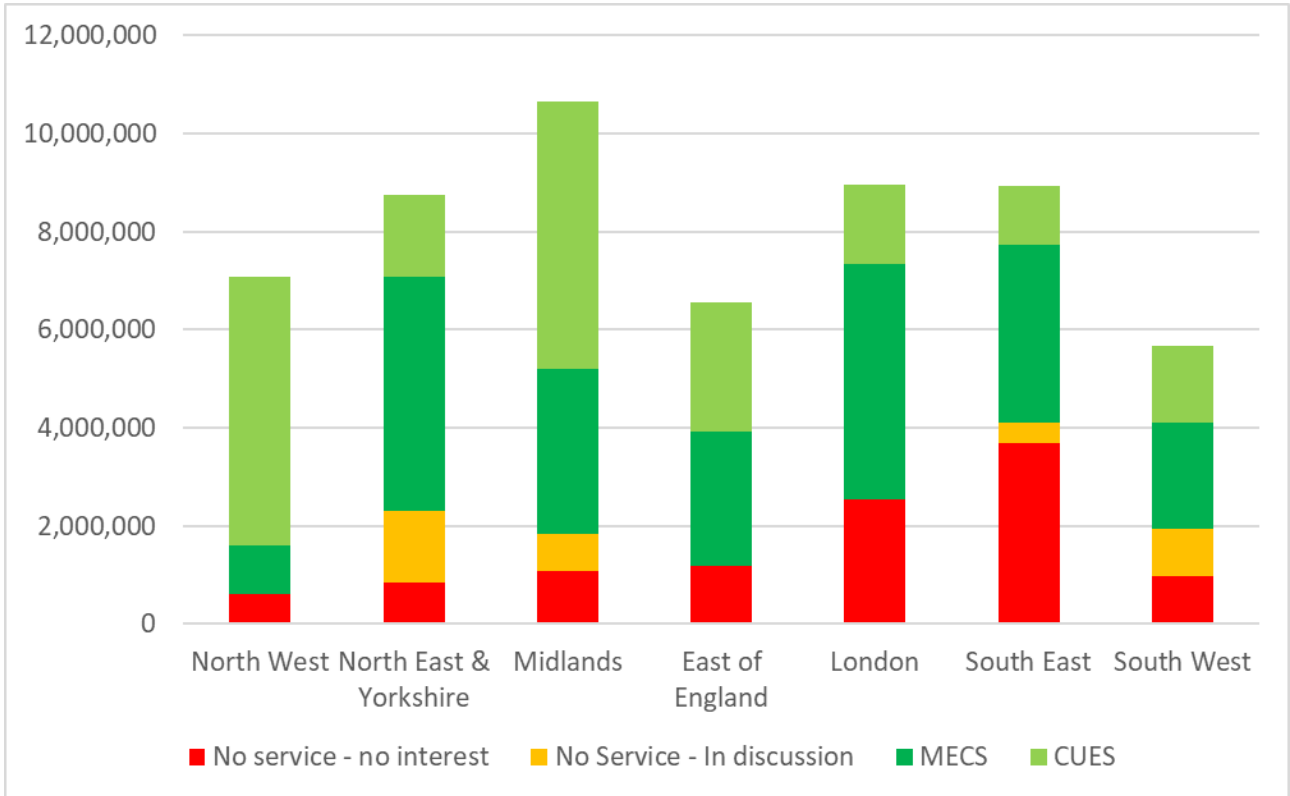
### London Region benchmarking data

In the London region, 72% of the population is covered by a CUES or MECS service and there continues to be a large variance across the region. There are three ICSs who have 100% of its population covered by a service and two systems having under 40% covered.

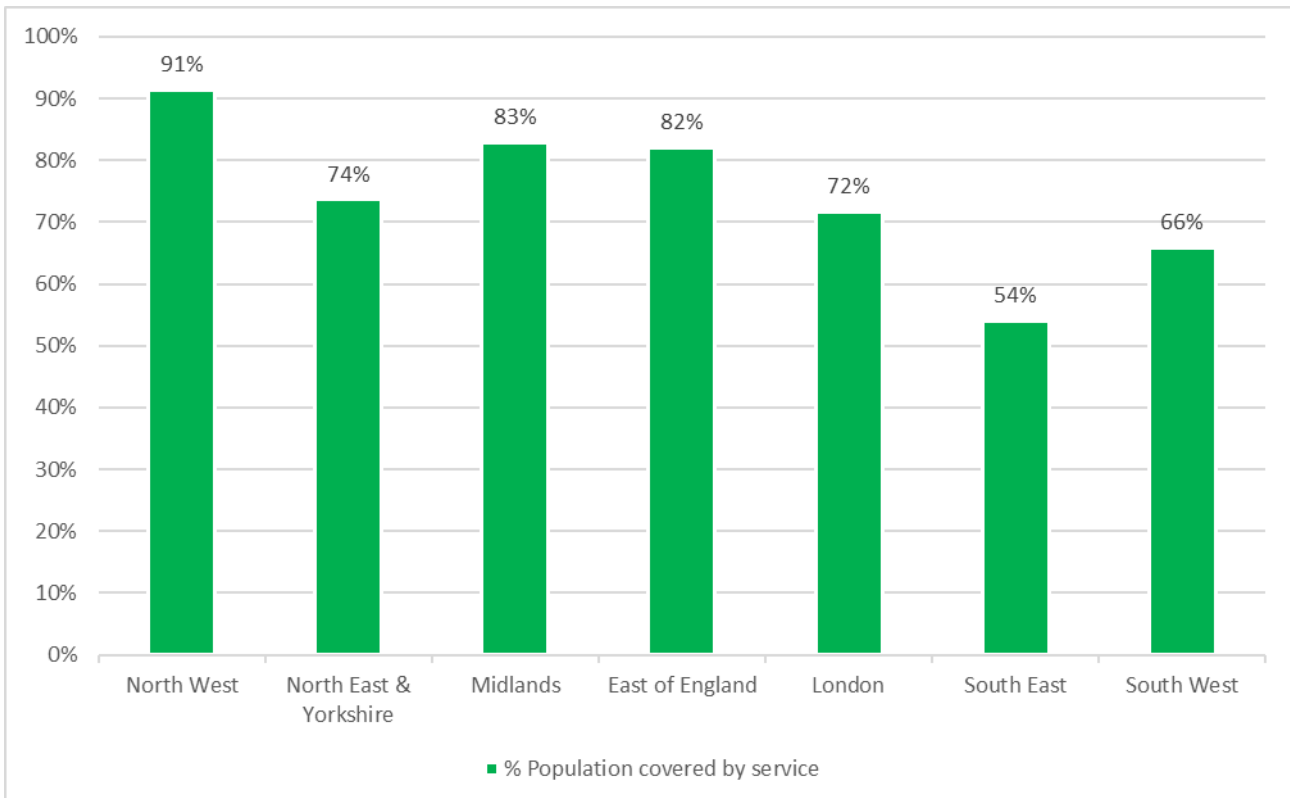
The graphs below show the London region compared to the other six regions in England and also graphs for the London region, broken down into the five ICS footprints.

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

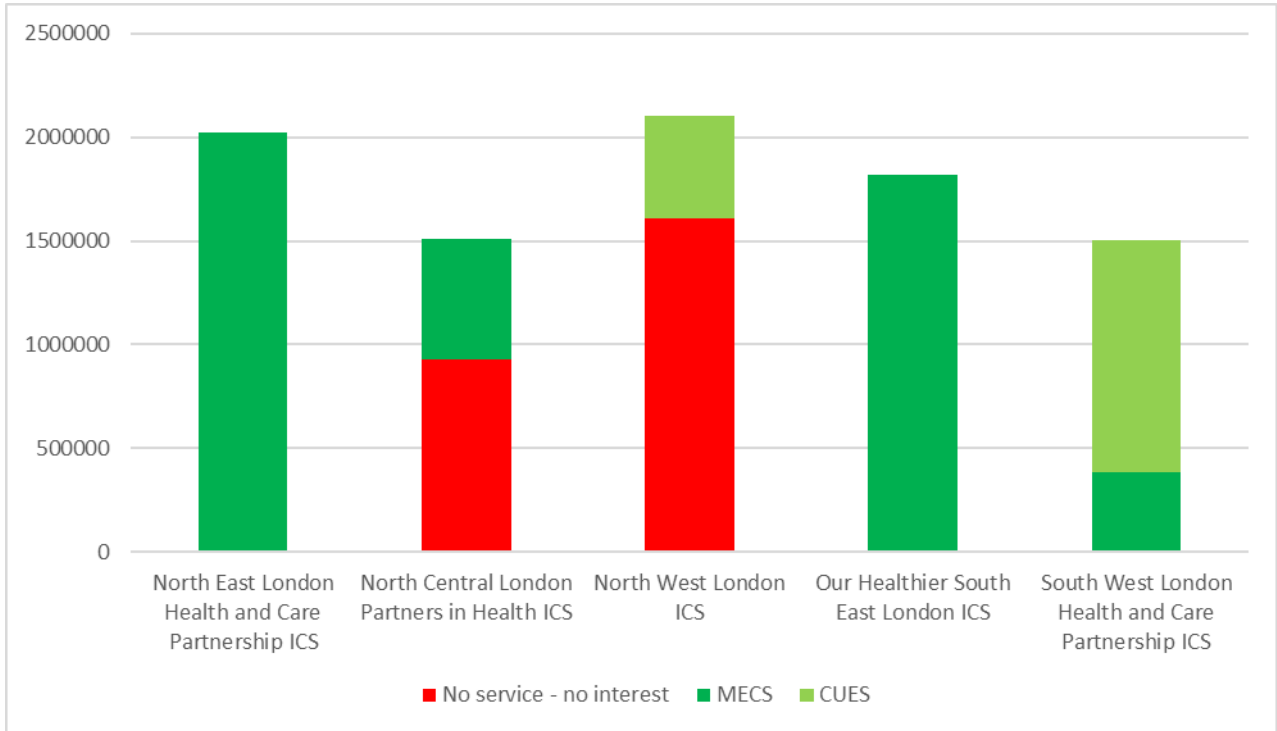
**Graph 1 - Population covered by service by NHS Region (18 November 2021)**



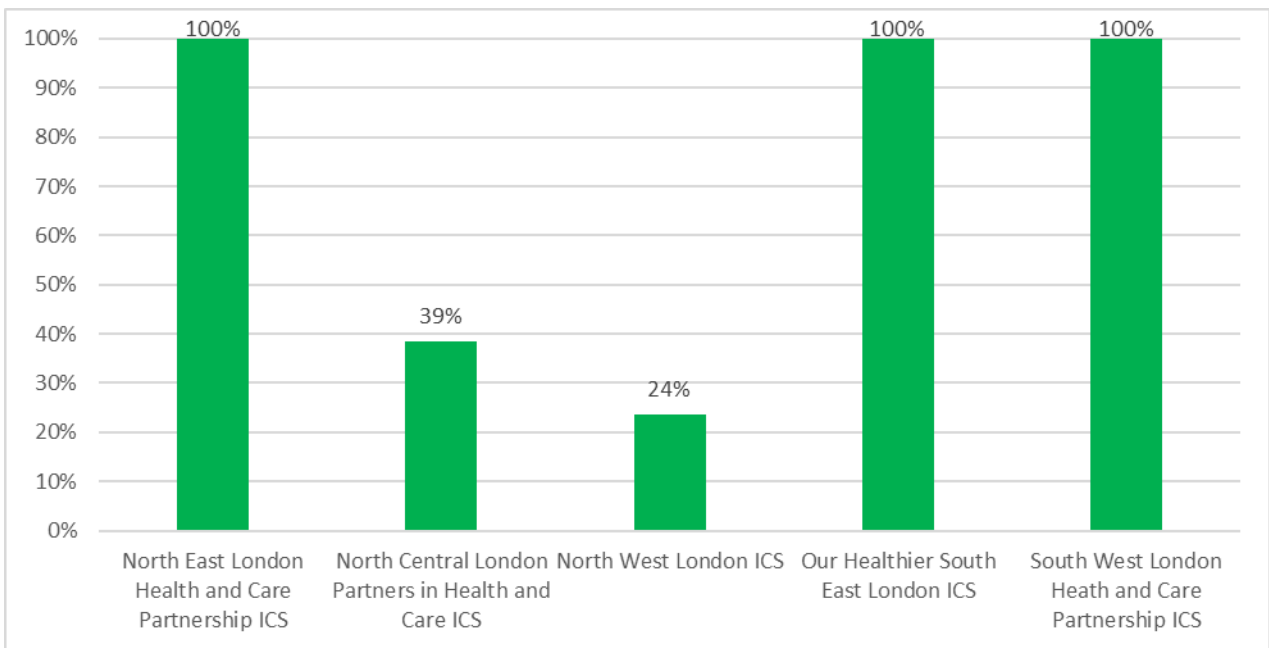
**Graph 2 - % Population covered by service by NHS Region (18 November 2021)**



**Graph 3 - London Region: Population covered by CUES and MECS – by ICS (18 November 2021)**



**Graph 4 – London 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
North East London Health and Care Partnership ICS	North East London	2,023,383		2,023,383	
North Central London Partners in Health and Care ICS	North Central London (Barnet, Camden, Haringey) North Central London (Enfield) North Central London (Islington)	1,510,806		333,587 248,115	929,104
North West London ICS	North West London (Central London) North West London (Hillingdon) North West London (Brent, Ealing, Hammersmith & Fulham, Harrow, Hounslow and West London)	2,103,719	190,034 306,870		1,606,815
Our Healthier South East London ICS	South East London	1,819,271		1,819,271	
South West London Health and Care Partnership ICS	South West London (Croydon) South West London (Kingston, Merton, Richmond, Sutton & Wandsworth)	1,504,810	1,119,973	384,837	

Source: Office of National Statistics: CCG Populations