



NHS Regional CUES report – Midlands

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.

Midlands Region benchmarking data

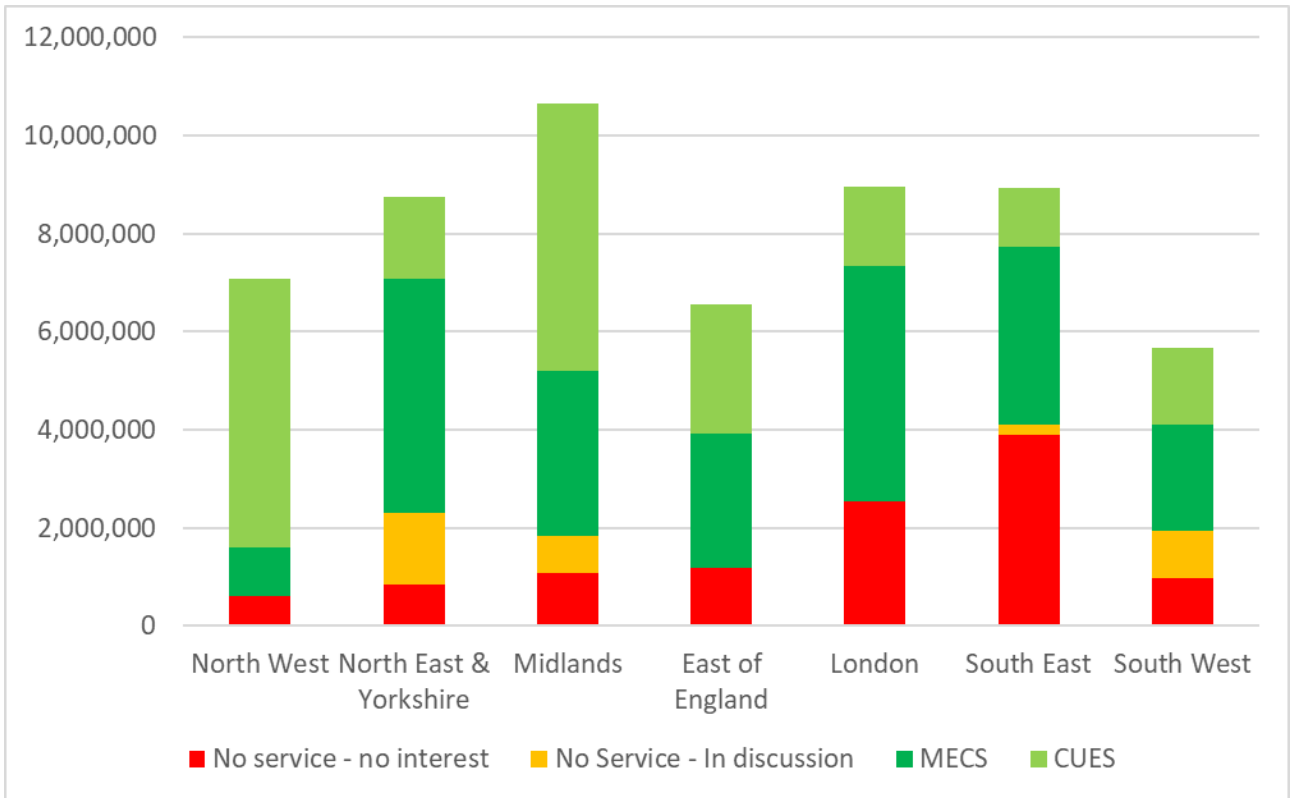
In the Midlands region, 83% of the population is covered by a CUES or MECS service however there continues to be a wide variance across the region. Some ICSs have an urgent eye care service across its whole geography, delivered from optometric practice and serving its entire population and two ICSs have neither CUES nor MECS commissioned.

The service in Nottingham & Nottinghamshire ICS isn't being delivered in the same way as other ICSs, however it provides an urgent eyecare service delivered through a hybrid model of primary care optometric practices and community ophthalmology primary care locations.

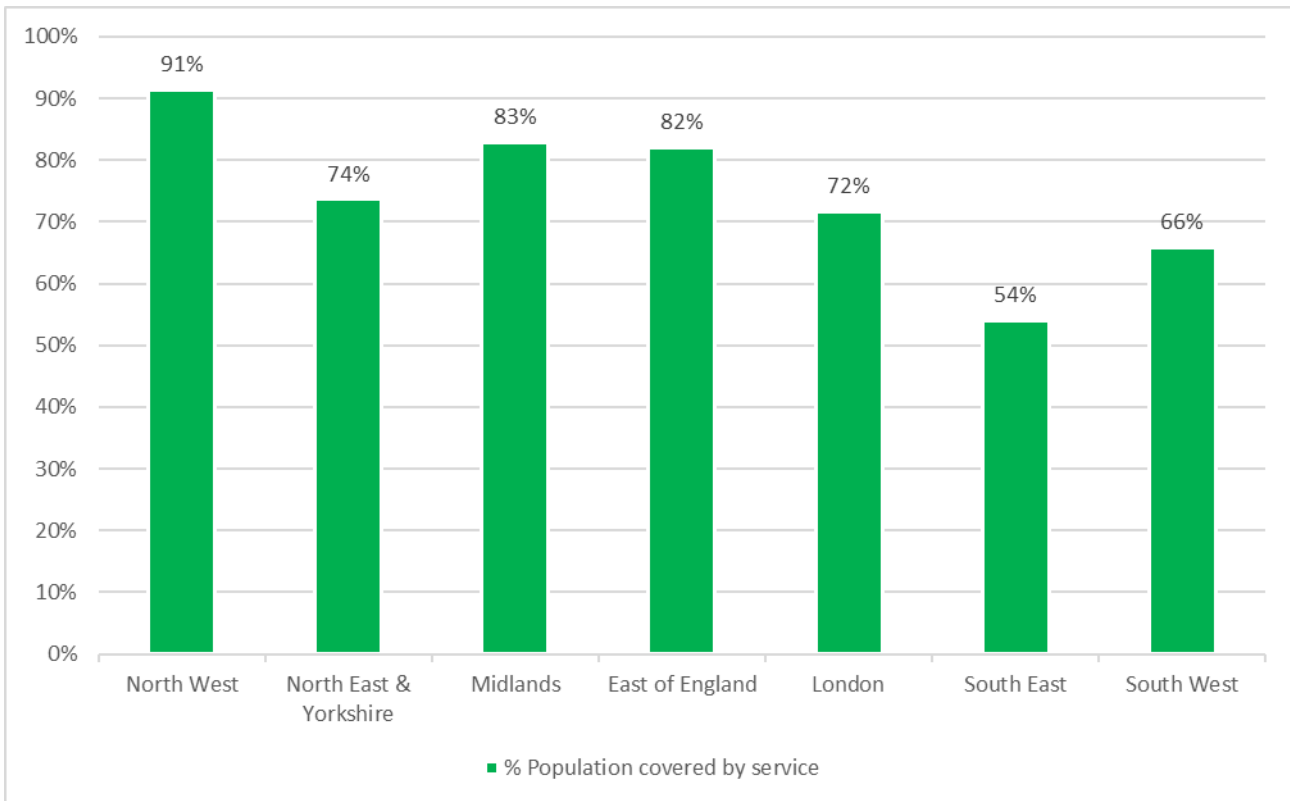
The graphs below show the Midlands region compared to the other six regions in England and also graphs for the Midlands region, broken down into the 11 ICS footprints.

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

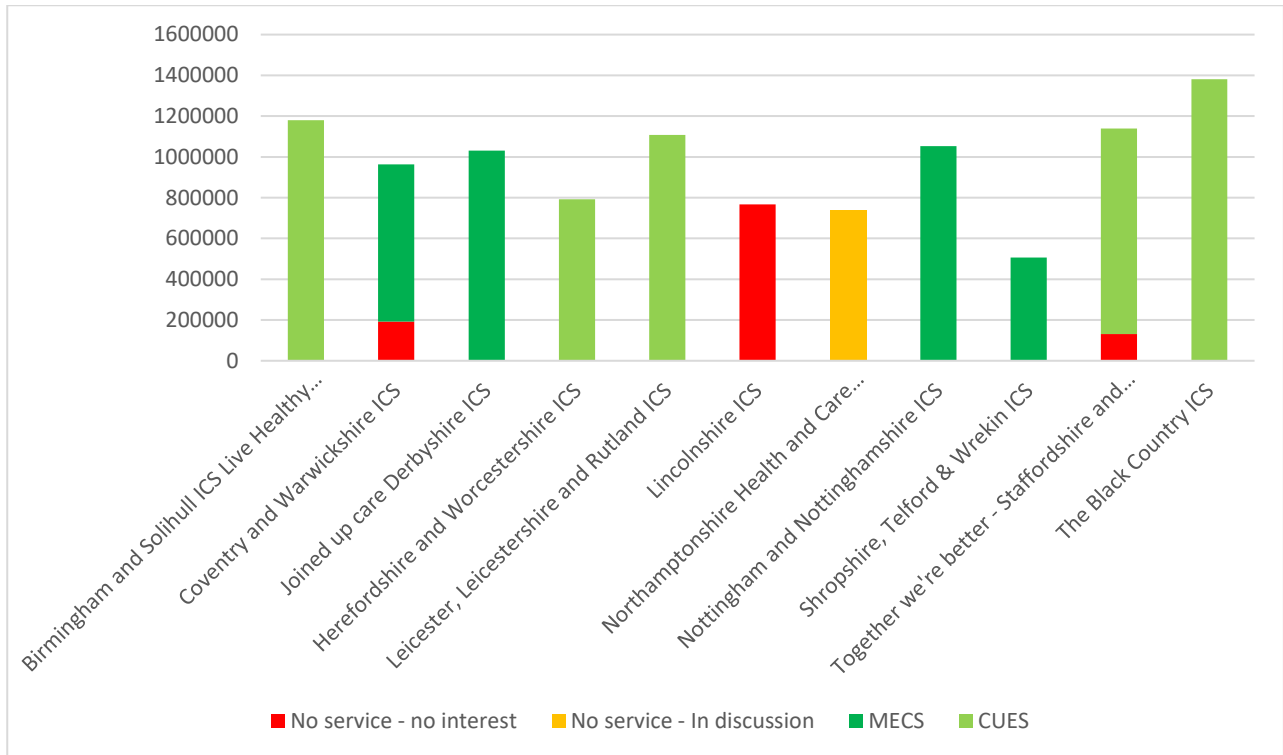
Graph 1 - Population covered by service by NHS Region (18 November 2021)



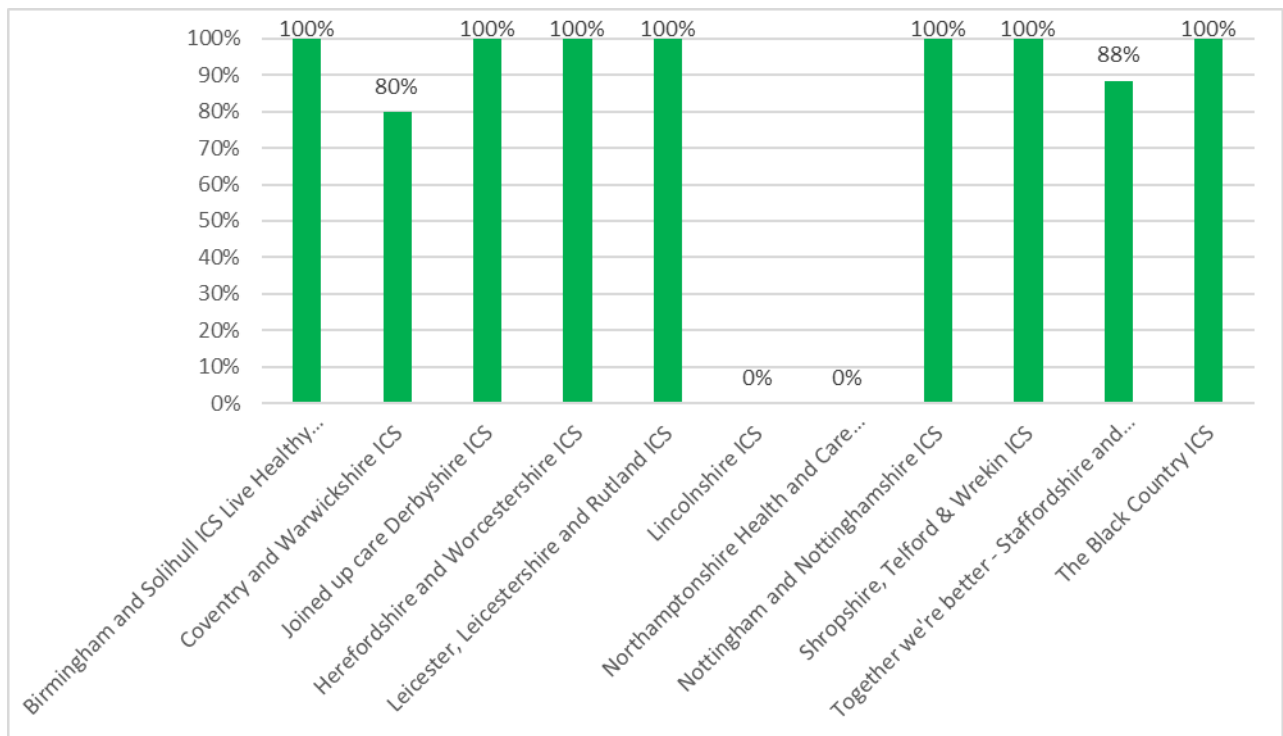
Graph 2 - % Population covered by service by NHS Region (18 November 2021)



Graph 3 - Midlands 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	CUES	Service and Population		
				MECS	No service - in discussion	No service – no interest
Birmingham and Solihull ICS Live Healthy Live Happy	Birmingham & Solihull	1,179,731	1,179,731			
Coventry and Warwickshire ICS	Coventry & Warwickshire (Coventry & Rugby and South Warwickshire) Coventry & Warwickshire (Warwickshire North)	963,173		770,445		192,728
Joined up care Derbyshire ICS	Derby & Derbyshire	1,030,393		1,030,393		
Herefordshire and Worcestershire ICS	Herefordshire & Worcestershire	791,685	791,685			
Leicester, Leicestershire and Rutland ICS	East Leicestershire and Rutland Leicester City West Leicestershire	1,107,597	341,856 354,036 411,705			
Lincolnshire ICS	Lincolnshire	766,333				766,333
Northamptonshire Health and Care Partnership ICS	Northamptonshire	740,111			740,111	
Nottingham and Nottinghamshire ICS	Nottingham & Nottinghamshire	1,052,195		1,052,195		
Shropshire, Telford & Wrekin ICS	Shropshire, Telford & Wrekin	506,737		506,737		
Together we're better - Staffordshire and Stoke on Trent ICS	Cannock Chase East Staffordshire North Staffordshire South East Staffordshire And Seisdon Peninsula Stafford And Surrounds Stoke On Trent	1,139,794	138,310 219,786 227,695 157,906 264,873			131,224
The Black Country ICS	Black Country and West Birmingham	1,380,809	1,380,809			

Source: Office of National Statistics: CCG Populations