



NHS Regional CUES report – North-East & Yorkshire

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.

North-East & Yorkshire Region benchmarking data

In the North-East & Yorkshire region, 74% of the population is covered by a locally commissioned urgent eyecare service (CUES or MECS) delivered by primary care optometry, which is an increase from 71% in March 2021.

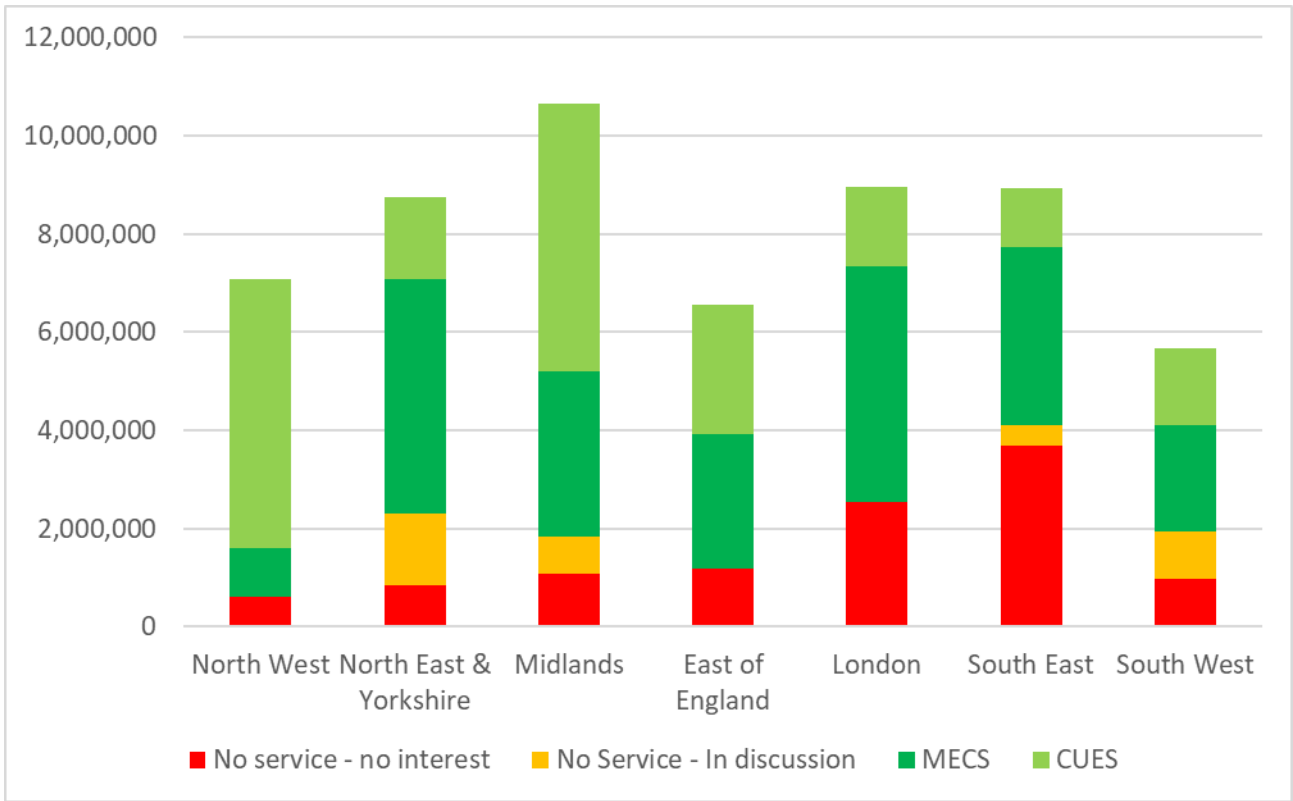
There continues to be a large variance across the ICS footprints in the region with two ICSs having 100% of its population covered by a service and one system only having 32 % of its population served.

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

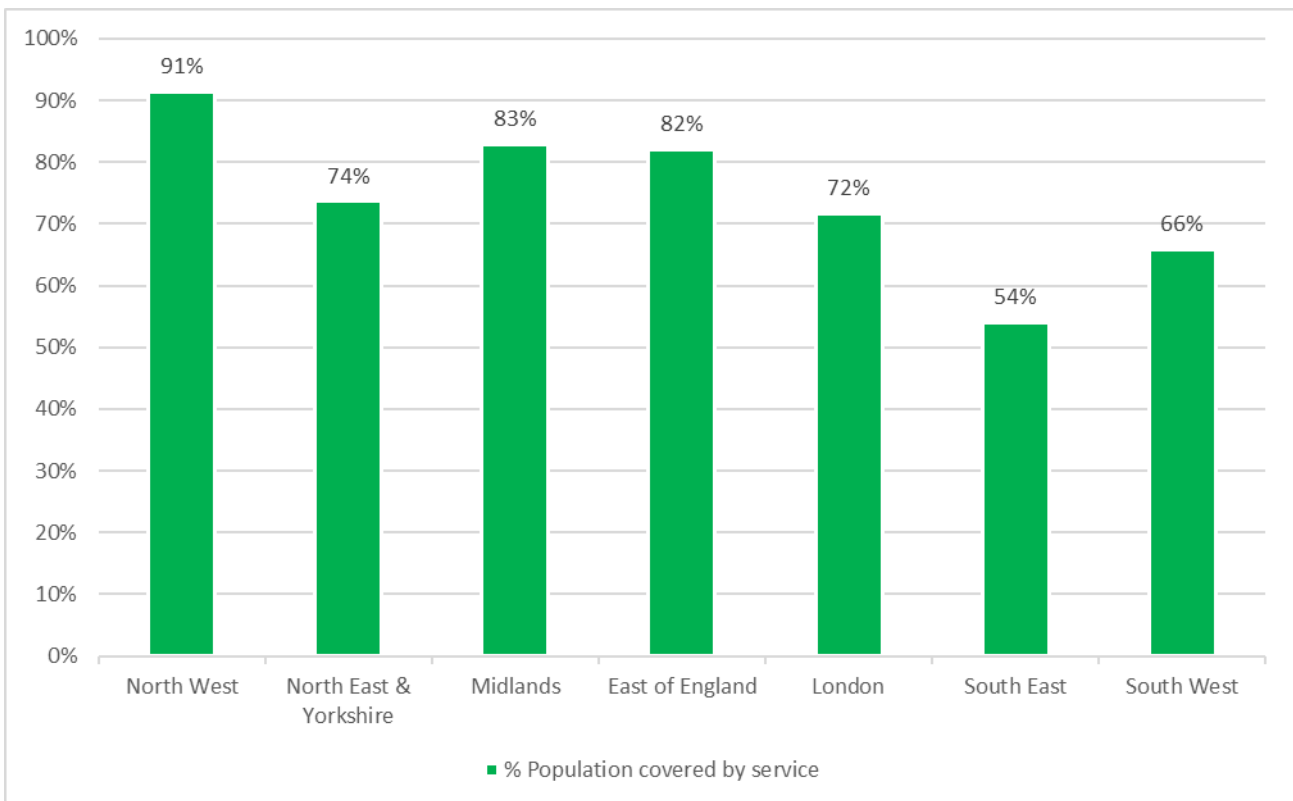
Over the past year, North Cumbria CCG has commissioned a CUES service and North Lincolnshire CCG have moved from having a MECS to a CUES service.

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

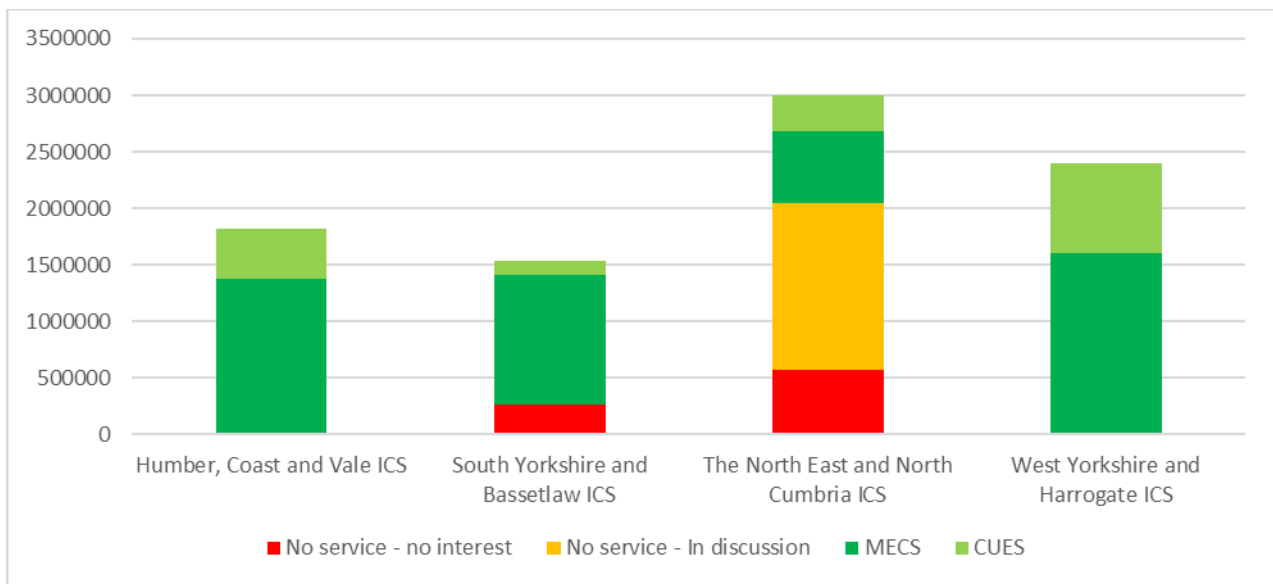
Graph 1 - Population covered by service by NHS Region (18 November 2021)



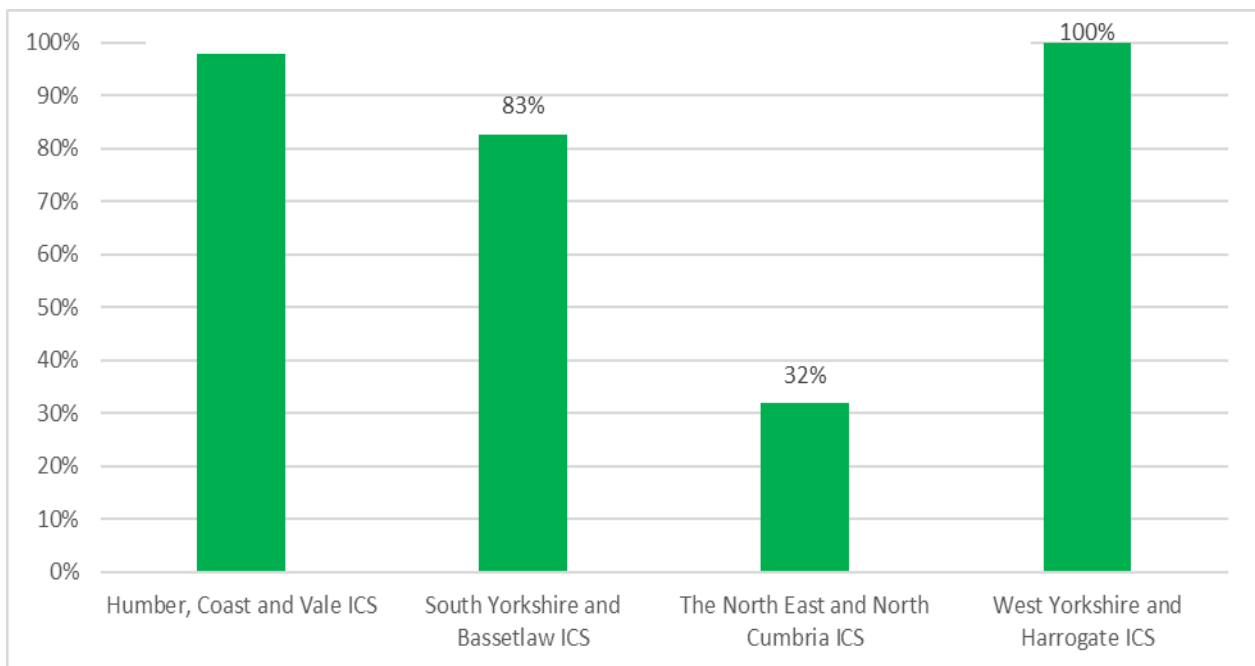
Graph 2 - % Population covered by service by NHS Region (18 November 2021)



Graph 3 - North East & Yorkshire Region: Population covered by CUES and MECS – by ICS (18 November 2021)



Graph 4 - North East & Yorkshire 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
Humber, Coast and Vale ICS	East Riding Of Yorkshire	1,812,958		319,753		
	Hull			259,126		
	North East Lincolnshire		159,364			
	North Lincolnshire		276,983			
	North Yorkshire			429,207		
	Vale Of York			368,525		
South Yorkshire and Bassetlaw ICS	Barnsley	1,533,334		248,071		
	Bassetlaw		118,280			
	Doncaster			312,785		
	Rotherham					264,984
	Sheffield			589,214		
The North East and North Cumbria ICS	County Durham	3,000,432		533,149		
	Newcastle Gateshead				508,774	
	North Cumbria		319,669			
	North Tyneside				208,871	
	Northumberland				323,820	
	South Tyneside				151,133	
	Sunderland				277,846	
	Tees Valley (Darlington)			106,347		
	Tees Valley (Hartlepool & Stockton-on-Tees and South Tees)					
West Yorkshire and Harrogate ICS	Bradford District and Craven	2,396,517		593,410		
	Calderdale			211,439		
	Leeds		798,786			
	Kirklees			441,290		
	Wakefield			351,592		

Source: Office of National Statistics: CCG Populations