



## NHS Regional CUES report Template – North West

### 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 West Region benchmarking data

In the North West region, 91% of the population is covered by a CUES or MECS service which continues to be the highest rate across England.

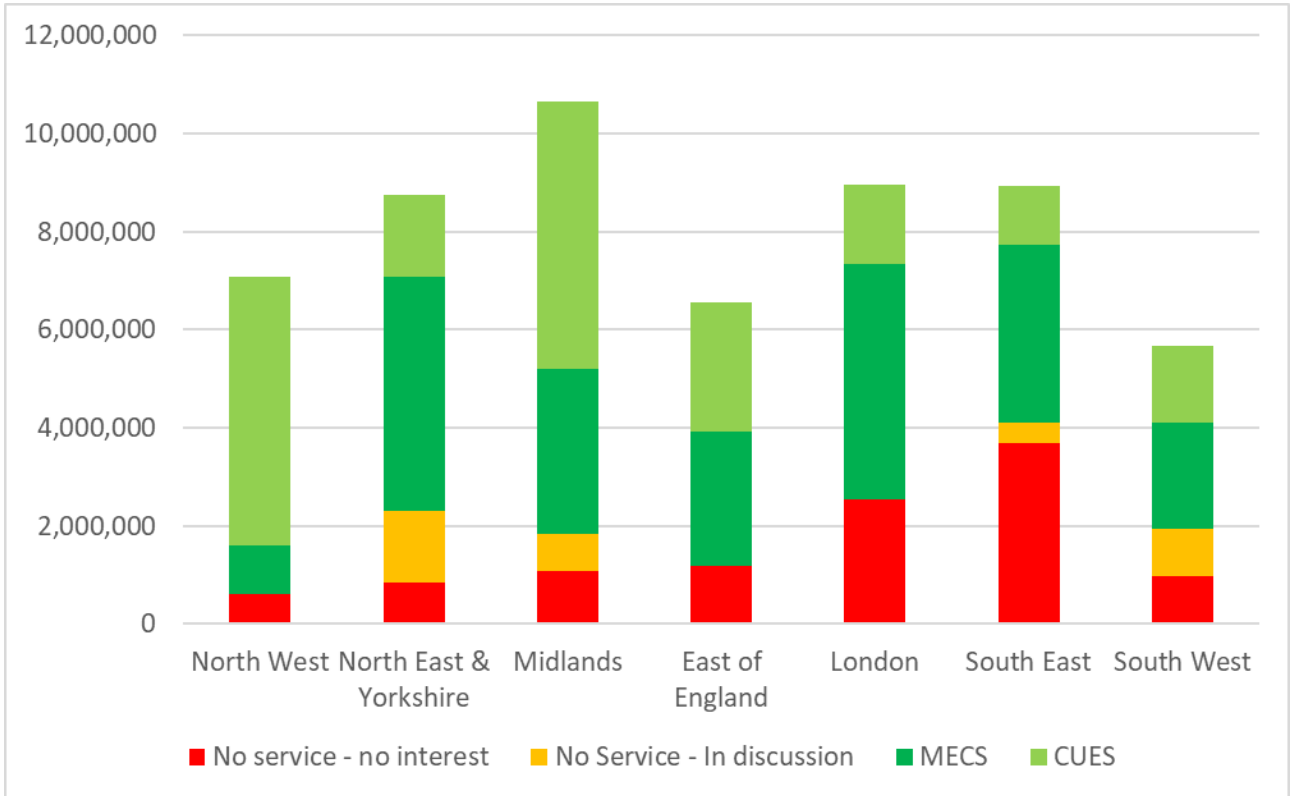
The Greater Manchester Health and Social Care Partnership has an urgent eye care service across its whole geography, delivered from optometric practice and serving its entire population.

Salford CCG is in discussions to move their MECS service to a CUES service early in 2022.

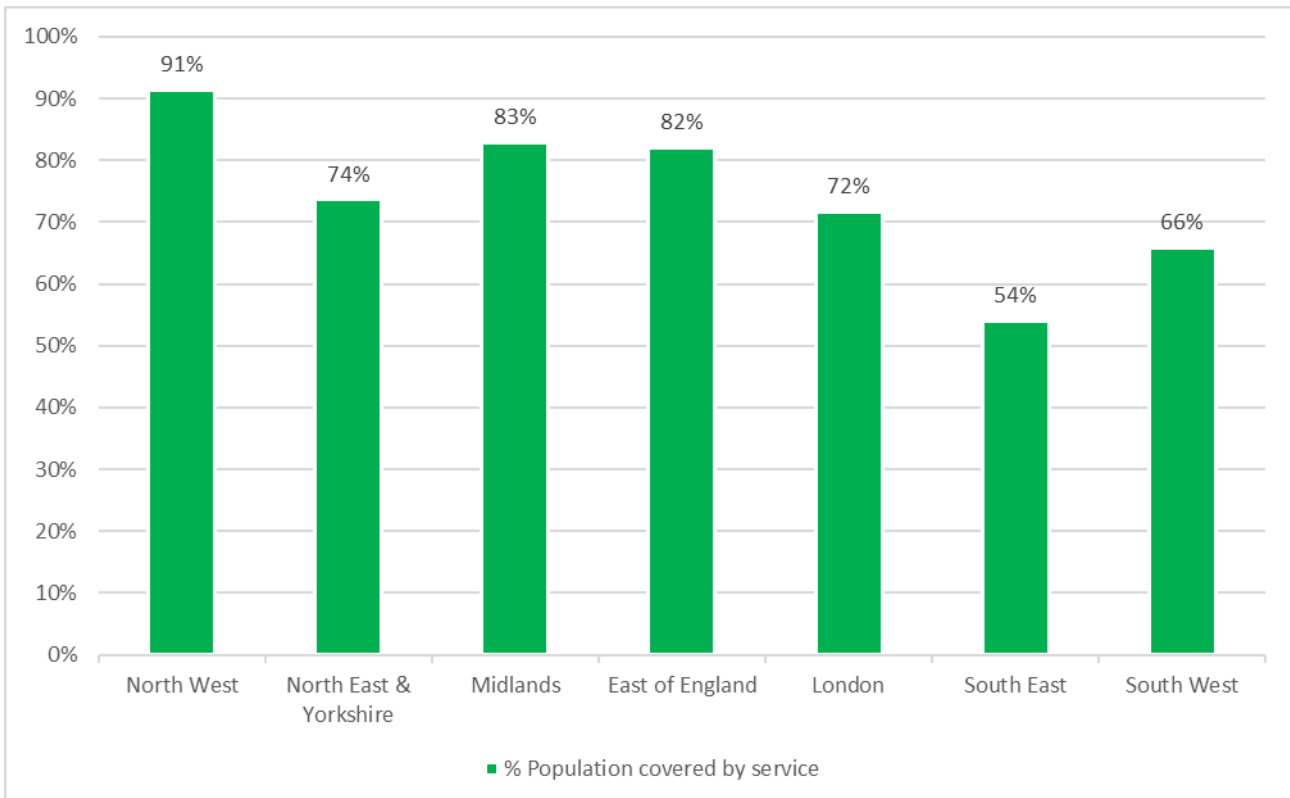
The graphs below show the North West region compared to the other six regions in England and also graphs for the North West region, broken down into the three ICS footprints.

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

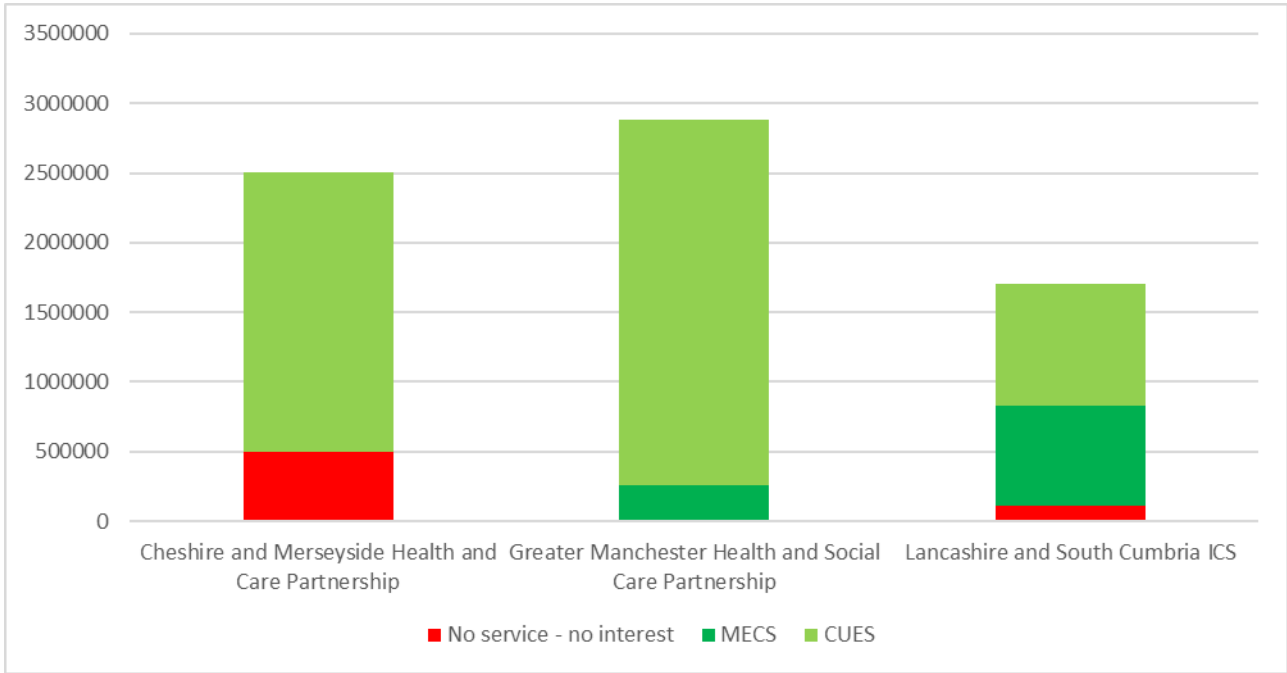
**Graph 1 - Population covered by service by NHS Region (18 November 2021)**



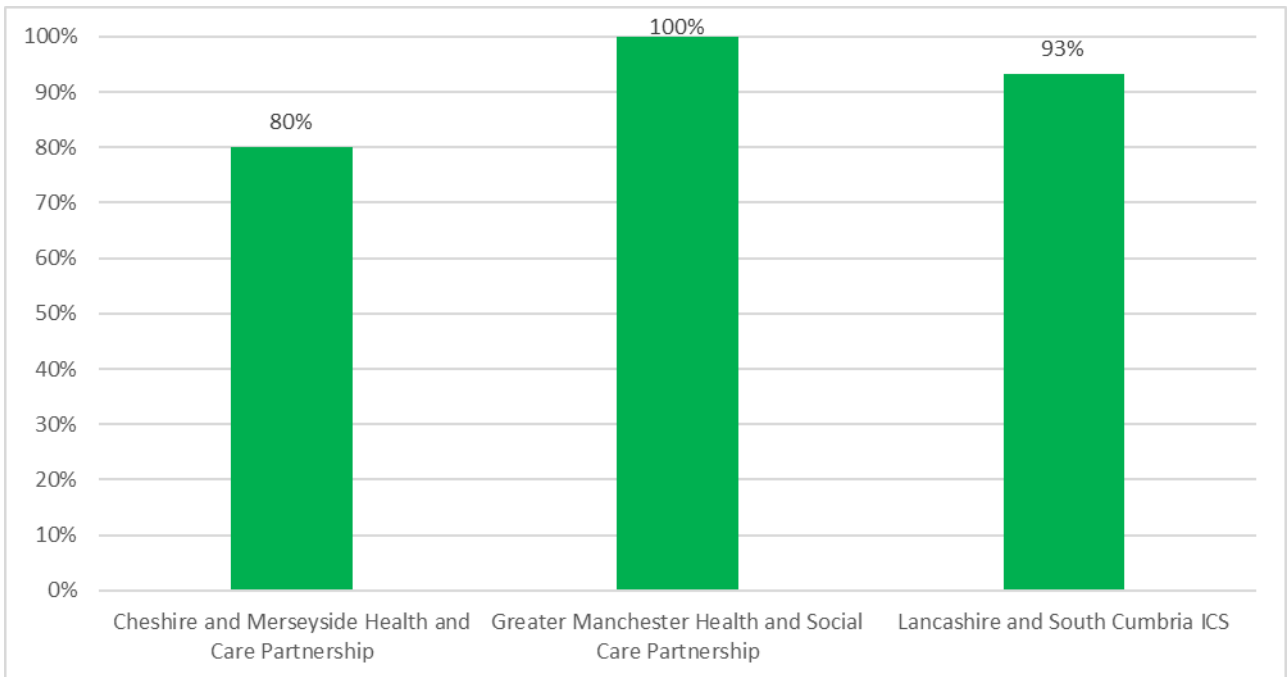
**Graph 2 - % Population covered by service by NHS Region (18 November 2021)**



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



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



## Appendix

### Population at CCG and ICS level

ICS	CCG	Total ICS Population	Service and Population		
			CUES	MECS	No service - no interest
Cheshire and Merseyside Health and Care Partnership	Cheshire	2,503,902	730,490		500,474
	Halton		129,759		
	Knowsley		152,452		
	Liverpool				
	South Sefton		159,713		
	Southport And Formby		116,186		
	St Helens		181,095		
	Warrington		209,397		
	Wirral		324,336		
Greater Manchester Health and Social Care Partnership	Bolton	2,881,890	288,248		
	Bury		190,708		
	Heywood, Middleton & Rochdale		223,659		
	Manchester		555,741		
	Oldham		237,628		
	Salford			262,697	
	Stockport		294,197		
	Tameside And Glossop		260,721		
	Trafford		237,579		
Wigan Borough	330,712				
Lancashire and South Cumbria ICS	Blackburn With Darwen	1,701,655	150,030		
	Blackpool		138,381		
	Chorley And South Ribble			179,497	
	East Lancashire		384,162		
	Fylde & Wyre		195,906		
	Greater Preston			204,896	
	Morecambe Bay			334,287	
West Lancashire			114,496		

Source: Office of National Statistics: CCG Populations