



## NHS Regional CUES report – South East

### 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.

### South East Region benchmarking data

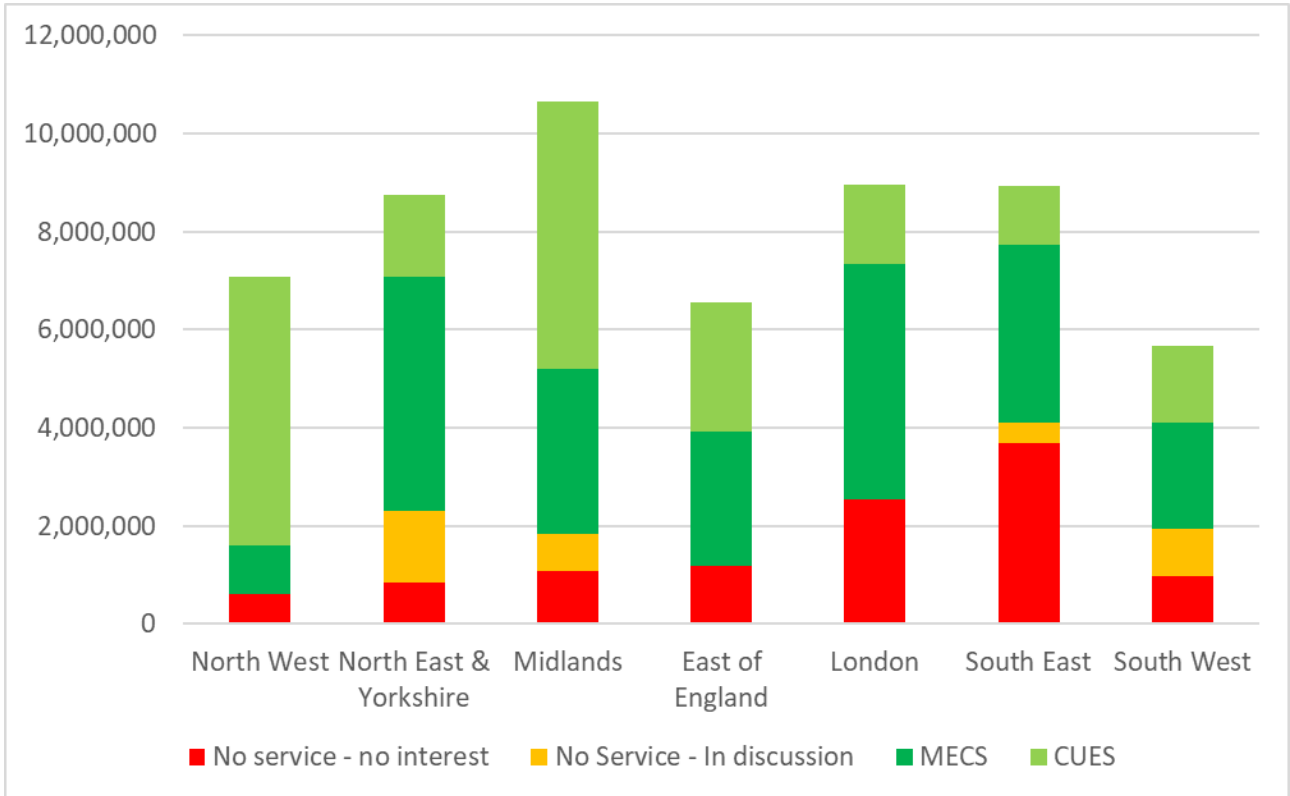
In the South East region, 54% of the population is covered by a CUES or MECS service. As seen in March 2021, there continues to be a wide variance across the region with one ICS having an urgent eye care service across its whole geography, delivered from optometric practice and serving its entire population and one ICS having neither CUES nor MECS commissioned.

In addition, due to the historical Surrey Downs CCG area offering MECS from a small number of practices, this disproportionately gives Surrey Heartlands Health and Care Partnership ICS the appearance of a higher MECS coverage for its population than is the reality.

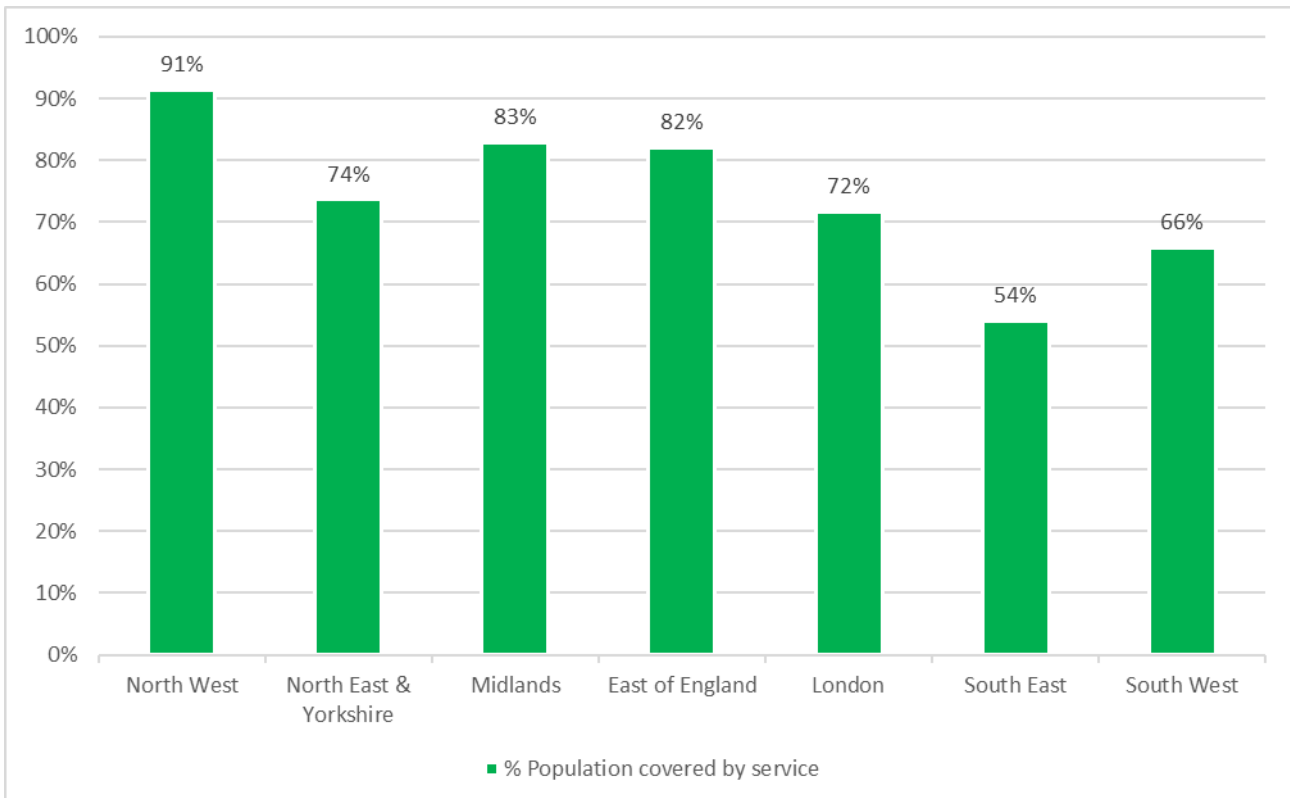
The graphs below show the South East region compared to the other six regions in England and also graphs for the South East region, broken down into the five ICS footprints.

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

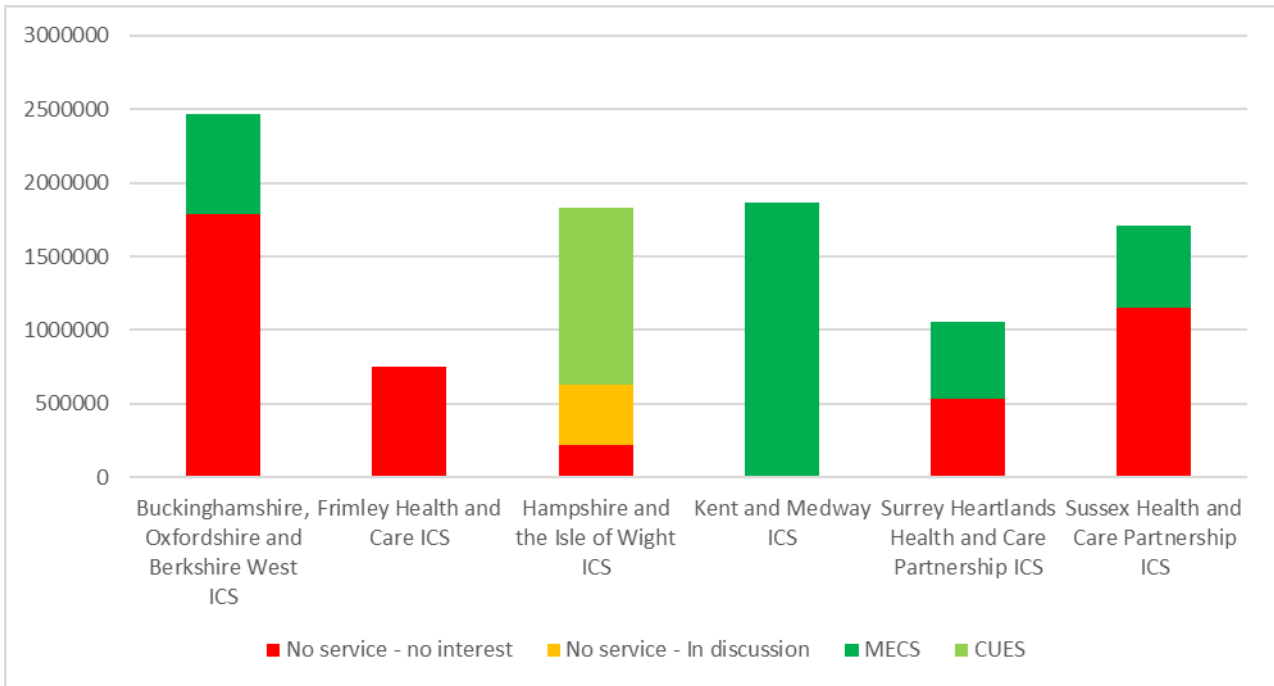
**Graph 1 - Population covered by service by NHS Region (18 November 2021)**



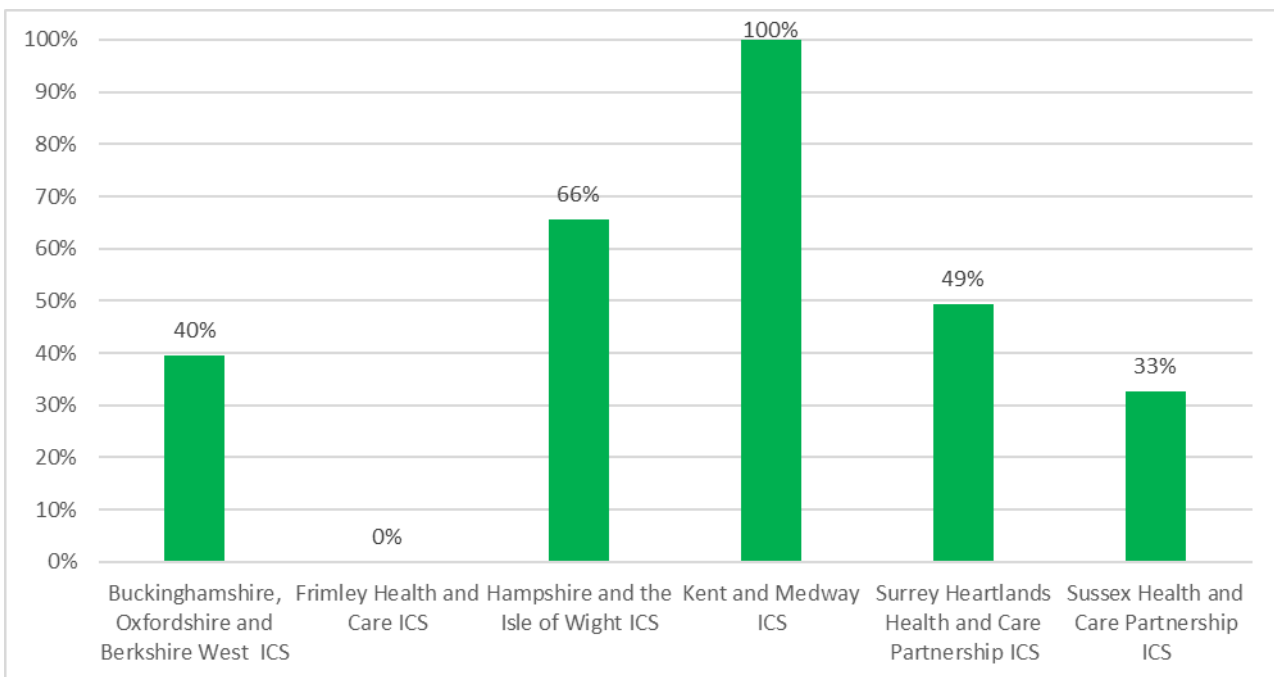
**Graph 2 - % Population covered by service by NHS Region (18 November 2021)**



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



**Graph 4 – South East 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
Buckinghamshire, Oxfordshire and Berkshire West ICS	Berkshire West	1,723,447		680,874		492,747
	Buckinghamshire					549,826
	Oxfordshire					
Frimley Health and Care ICS	Frimley	746,739				746,739
Hampshire and the Isle of Wight ICS	Portsmouth	1,831,473		1,200,404		214,692
	Hampshire, Southampton & Isle of Wight (Fareham And Gosport)					201,728
	Hampshire, Southampton & Isle of Wight (South Eastern Hampshire)					
	Hampshire, Southampton & Isle of Wight (Isle Of Wight, North Hampshire, Southampton City and West Hampshire)					214,649
Kent and Medway ICS	Kent & Medway	1,868,199		1,868,199		
Surrey Heartlands Health and Care Partnership ICS	Surrey Heartlands (East Surrey)	1,052,425				184,734
	Surrey Heartlands (North West Surrey)					347,747
	Surrey Heartlands (Guildford & Waverley and Surrey Downs)					519,944
Sussex Health and Care Partnership ICS	Brighton And Hove	1,711,539				291,738
	East Sussex					558,852
	West Sussex					860,949

Source: Office of National Statistics: CCG Populations