



## NHS Regional CUES report – South 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.

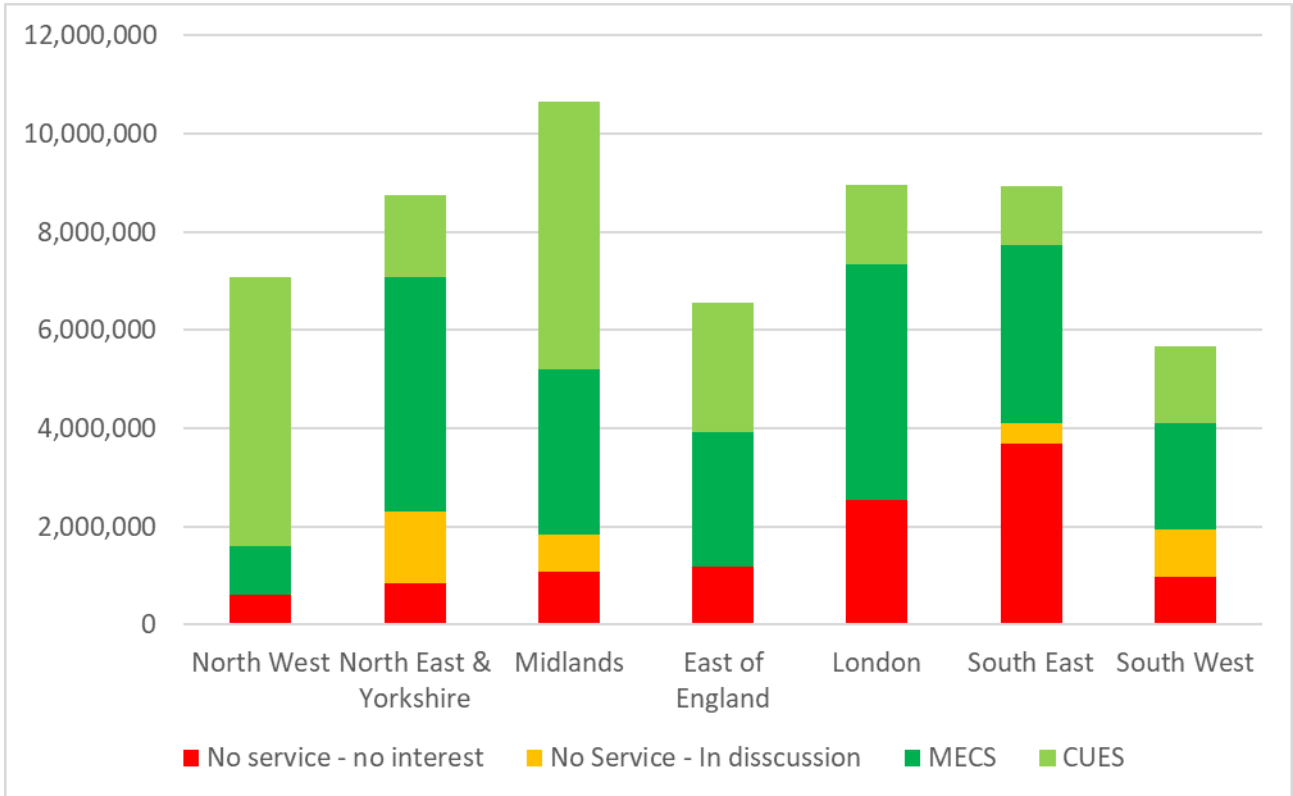
### South West Region benchmarking data

In the South West region, 66% 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 five ICSs 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.

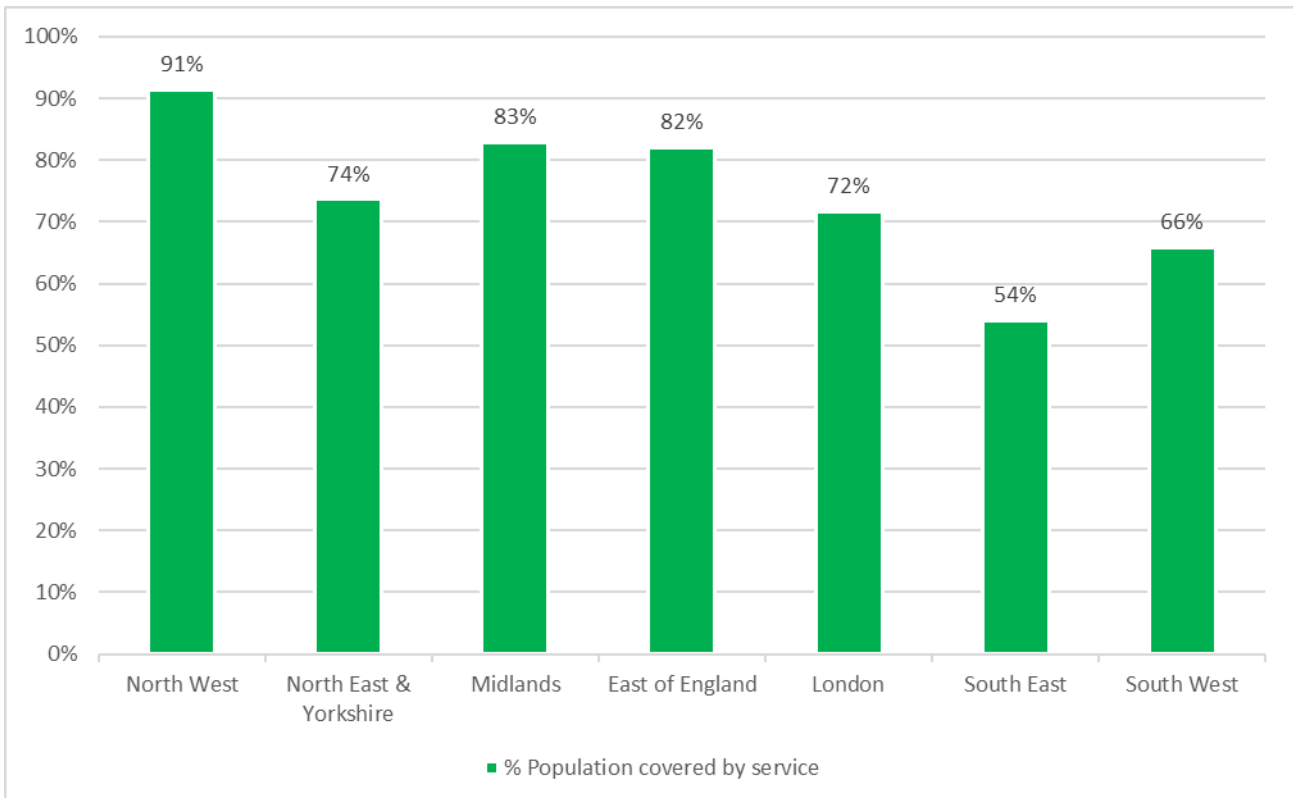
The graphs below show the South West region compared to the other six regions in England and also graphs for the South West region, broken down into the seven ICS footprints.

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

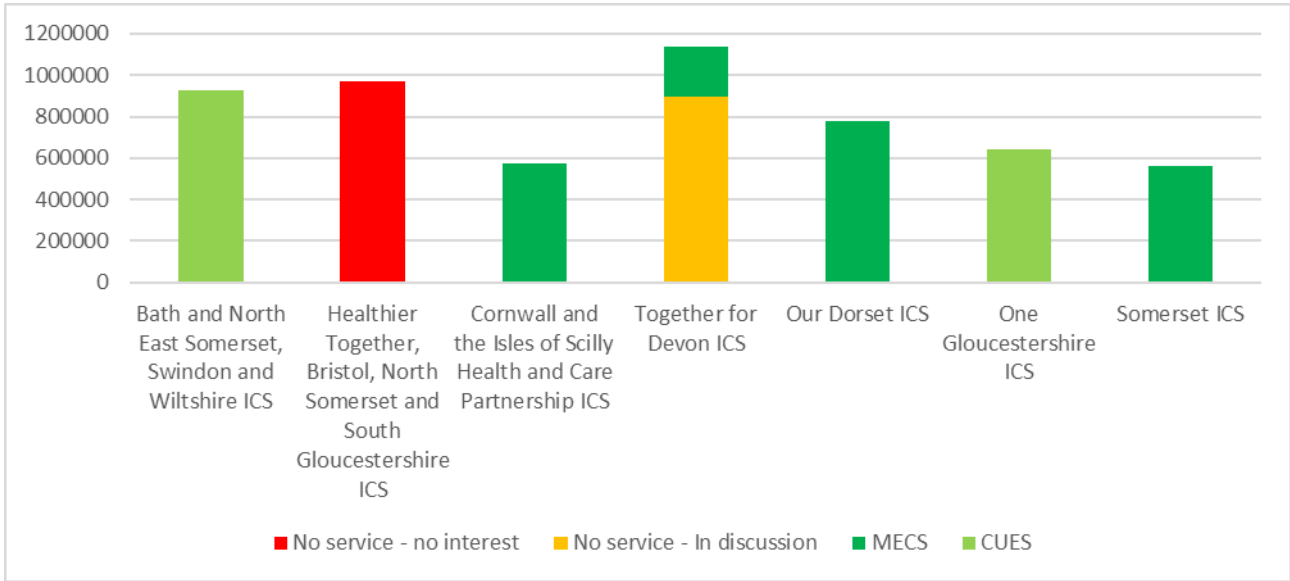
**Graph 1 - Population covered by service by NHS Region (18 November 2021)**



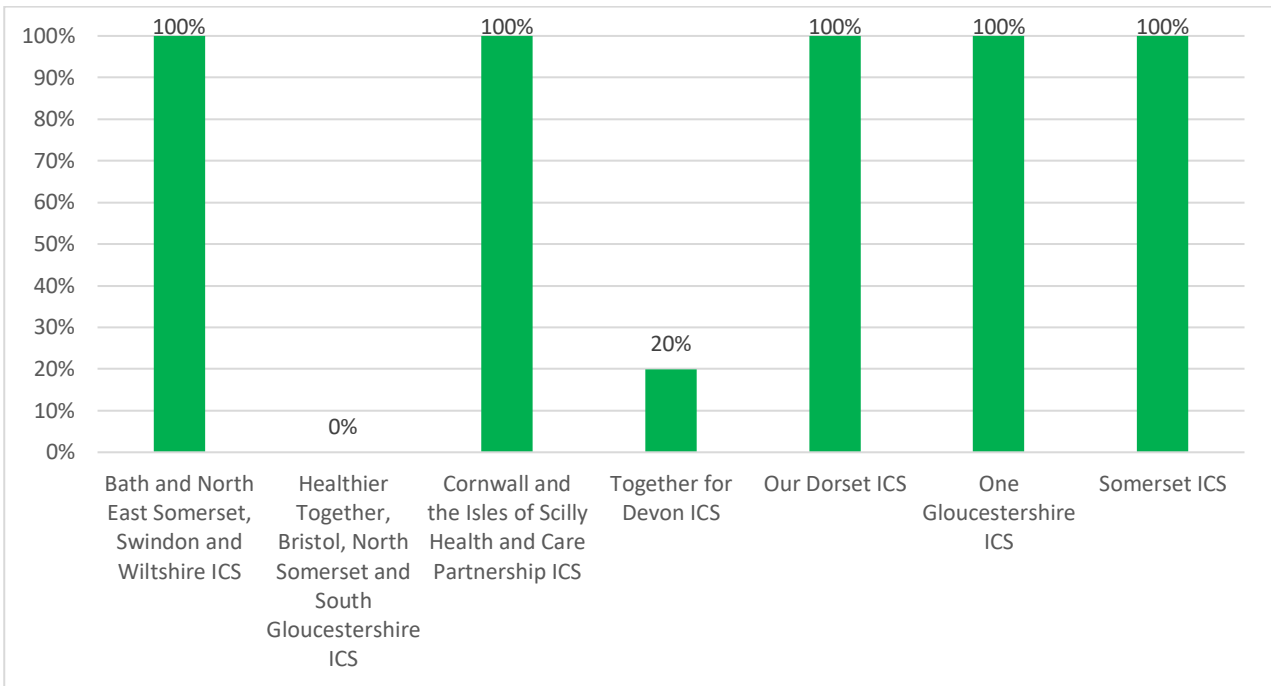
**Graph 2 - % Population covered by service by NHS Region (18 November 2021)**



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



**Graph 4 – South West 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
Bath and North East Somerset, Swindon and Wiltshire ICS	Bath and North East Somerset, Swindon & Wiltshire	929,964	929,964			
Healthier Together, Bristol, North Somerset and South Gloucestershire ICS	Bristol, North Somerset & South Gloucestershire	969,256				969,256
Cornwall and the Isles of Scilly Health and Care Partnership ICS	Kernow	575,525		575,525		
Together for Devon ICS	Devon - Plymouth only Devon - remainder	1,209,773		240,297		969,476
Our Dorset Dorset ICS	Dorset	776,780		776,780		
One Gloucestershire ICS	Gloucestershire	640,650	640,650			
Somerset ICS	Somerset	563,851		563,851		

Source: Office of National Statistics: CCG Populations