

# CUES: Community Minor & Urgent Eye Care Pathway

**Patient self-refers, is signposted or referred to CUES**

*e.g. Pharmacy, GP, Care navigator, HES, MIU or A&E triage, NHS111, optical practice, information leaflet, provider recorded messages and website*

**Patient telephones/attends CUES optical practice – (assumes non-clinical management)**

*Short discussion/review to identify: eligibility criteria, potential red flags, patient already under HES*

**Eligible for alternative service**

*e.g. Sight-test, contact lenses aftercare  
Offer advice / manage appropriately*

**Not eligible/ asymptomatic or suitable for selfcare**

*Offer advice / manage appropriately*

**Offer remote consultation**

*Meets eligibility criteria for service, suitable for remote. (See conditions table)*

**Offer face to face consultation**

*Meets eligibility criteria for service triaged direct to F2F*

**Red flags -**  
*Likely high risk discuss immediately with Optometrist, if unsure*

**Remote consultation telephone and/or video consultation**

*Follow College of Optometrists remote consultations guidance*

**Assessment and management**

*+/- remote advice from Optometrist with higher qualification or Ophthalmologist  
+/- remote prescribing  
+/- remote follow-up*

**Face-to-face consultation**

**Assessment and management**

*+/- remote advice from Optometrist with higher qualification or Ophthalmologist  
+/- remote prescribing  
+/- follow-up (remote if clinically appropriate)*

**Discharge**

*Patient self-care and information*

**GP referral**

*General health care (e.g. blood tests)*

**Referral to HES – Non-emergency**

*Manage patient expectations regarding first appointment and follow local protocols*

**Referral to HES - Emergency**

*Make contact in advance  
May request optometric consultation first if not already done or advise remote treatment.  
+/- co-management  
+/- FU care in CUES service  
Follow local protocols*

Developed by: Local Optical Committee Support Unit and the Clinical Council for Eye Health Commissioning with wide sector engagement.

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Clinically endorsed by: The College of Optometrists and The Royal College of Ophthalmologists



CLINICAL COUNCIL  
FOR EYE HEALTH COMMISSIONING