

**For the attention of the LMC Chief Officer**

**COVID -19 Urgent Eyecare Service (CUES service) delivered by Primary Eye Care Service**

We would like to inform you that the COVID -19 Urgent Eyecare Service (CUES service) has now been launched in Herefordshire and Worcestershire.

This service is commissioned by Herefordshire and Worcestershire CCG and is provided by local optical practices via the optometry federation, Primary Eyecare Services Ltd (PES) with the support of Herefordshire and Worcestershire Local Optical Committees.

The primary aim of this Service is to ensure people can access urgent eyecare within primary care, utilising the established trained workforce in optical practices. This is essential to reduce demand on primary care and hospital eye services during the coronavirus (Covid-19) pandemic.

The Service will provide initial contact, telephone triage, remote consultations and where necessary face to face assessments and management of recent onset symptomatic or urgent ocular presentations. We have provided a one-page service summary with this communication for your information.

The list of accredited optical practices currently providing the service is available on the Primary Eyecare Website [www.primaryeyecare.co.uk](http://www.primaryeyecare.co.uk) using the 'Find a practice' tool. For your reference we have included a current list of Providers with this correspondence, but please note, the list of providers is being updated regularly as more optical practices join the service, so for the most up to date information it is advisable to view the list of the website linked above.

The CCG and Primary Eyecare services have sent this information to GP Practices in the area, but we are keen to ensure that all do receive the message, we would therefore be very grateful if you are able to forward this communication through to Practices via your usual channels. We are also spreading the word via social media so if your LMC has a Twitter account please do follow us and retweet the content as you feel appropriate our Twitter handle is @EyecareServices.

We are very happy to answer any queries you or your colleagues may have about the service – please send any queries to [UEC@primaryeyecare.co.uk](mailto:UEC@primaryeyecare.co.uk)

Thank you for your support.

Yours sincerely,



Dharmesh Patel  
Chief Officer  
Primary Eyecare Services