



Community Urgent Eyecare Service (CUES)

Flashes and floaters, loss of vision?

NHS appointments available

What is CUES?

CUES stands for Community Urgent Eyecare Services.

Symptoms that can be seen under the service include:

- Loss of vision, including temporary loss
- Recent onset flashes and floaters
- Eye pain and irritation
- Eye infections
- Double vision
- Swollen eyelids

Please note, this is not a sight test.

Also, if you have an ongoing eye condition that is being monitored by your optometrist or hospital eye service, this will not be covered by this service, for example, cataracts, diabetic retinopathy or glaucoma.



Who is this service for?

If you have a recent onset urgent eye condition and are registered with a GP in Staffordshire or Stoke-on-Trent, apart from East Staffordshire, you can use this service. The service is for both adults and children; there is no age limit for the service.

How do I book an appointment with the service?

To make an appointment please call **0333 015 0122**

Monday to Saturday 9:00am to 5:00pm

You will be asked some questions about your symptoms in order to assess if you need an appointment with one of our optometrists, and how quickly. This will be within 24 hours for urgent cases.

Where required, you will be given an appointment with a clinician within the recommended timeframe, either via telephone or video consultation.

This appointment may lead to:

- The provision of appropriate advice or self-care treatment related to your symptoms
- Direct referral to a local opticians for further face-to-face assessment
- Referral to your GP if you require medication or your eye condition is related to your general health
- Referral to your local hospital eye clinic in cases where you require more specialist assessment

Further information...

For more information go to
primaryeyecare.co.uk



Concerns, complaints and compliments

If you have a concern, complaint or compliment about the service you have received, please contact the optical practice directly in the first instance. If you are unable to resolve your complaint with the optical practice, please contact Primary Eyecare Services via email at: **info@primaryeyecare.co.uk**

The service provider will use any feedback received to evaluate the service and make improvements if necessary. Your information will be held confidentially and not shared with a third party without your prior permission.

