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Optometrists

# **AOP COVID-19 urgent and emergency care webinar**

**21 April 2020**



- The first part will be an update on the new schemes, then we will do a live Q&A.
- Please use the Q&A function located at the bottom of your screens to ask questions. We will answer as many as we can within the session.
- Please note that we will review any unanswered questions and update our FAQs, recordings will be uploaded to the AOP website.

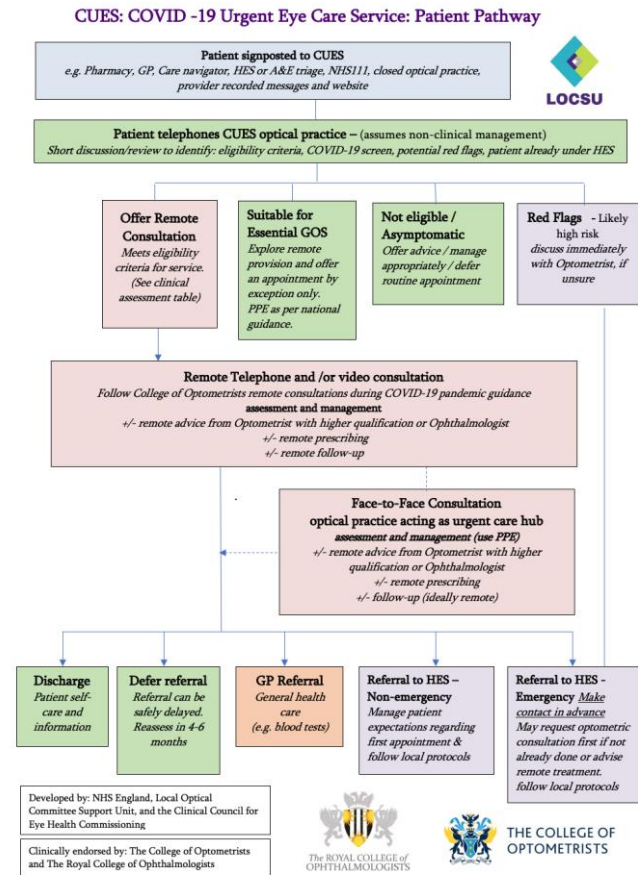


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- **Peter Hampson,**
- Clinical Director, AOP
  
- **Richard Whittington,**
- CEO, LOCSU
  
- **Richard Everitt,**
- Programme Manager, NHS England & NHS Improvement



- CUES stands for
- COVID-19 Urgent Eyecare Service
- Developed in response to the COVID-19 pandemic.
- To provide a safe delivery mechanism for urgent eye care in the community.





- **Who developed the scheme?**
- NHS England
- LOCSU
- Clinical Council for Eye Health Commissioning
- Endorsed by the Royal College of Ophthalmologists and the College of Optometrists

- Initial remote consultation
- Face to face when clinically necessary
- Most will only need advice





- Patients presenting with recent onset / urgent eye conditions
- Symptoms include:
  - Visual distortion
  - Painful eye
  - Flashes and Floaters
  - Red eye
  - Double vision
- Largely similar to MECs patients, but with the option to seek additional support.



- Need – approx. half of CCGs don't have MECs
- GOS is not the correct mechanism for urgent and emergency
- Hospitals are under pressure.
- Patient safety and access





- Does face to face have to be the same practice?
- Has this replaced MECs in my area?
- How much will I get paid?
- Will it be more than normal MECs?



- How long has this been in development?
- When will it be live?
- What does the additional support (advice and guidance) part mean?
- Will my insurance cover this?



- Will my CCG sign up?
- How do I sign up?
- Hubs have been mentioned, who will pick those?
- Will this service be promoted to patients?



- CUES says no face to face for the vulnerable, is that correct?
- If I don't take part does this affect my GOS support?
- We can't get PPE, what should we do?
- Who pays for the PPE?



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# Questions – Live



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**Thank you for listening**