



# Community Urgent Eye Care Service (CUES)

Flashes and floaters, loss of vision?

Call 0300 303 4922

# What is CUES?

The Community Urgent Eyecare Service (CUES) provides urgent assessment, treatment or referral for sudden onset eye problems such as:

- **Temporary and sudden loss of vision**
- **Flashes and floaters**
- **Minor eye injuries, pain, and irritation**
- **Eye infections that have not responded to treatment**
- **Trichiasis**
- **Double vision (Diplopia)**

This service is open to adults and children registered with a GP practice in Leeds. Children under 16 who attend the service must be accompanied by a responsible adult. Access to this service is only available by calling 0300 303 4922. Following an initial consultation, an appointment may be arranged with a clinician, either virtually or face-to-face, if required.

If you have dry eye or red eye symptoms you may be advised to self-care or seek support from your local pharmacy first.

**Please note, this is not a sight test.**

Major eye conditions like cataracts, diabetic retinopathy, or glaucoma that are being regularly monitored by your optometrists or hospital eye service, will not be covered by this service,



# What happens when I call?

- Call 0300 303 4922 free of charge, Monday to Saturday, 9am to 5pm. For out of hours, please call 111.
- You'll be asked some questions to make sure you are eligible to be treated under the service.
- If eligible, you'll be offered either a remote consultation over the phone or video call with an eyecare professional, or a face-to-face appointment at a local optical practice.
- If not eligible, you'll be given information about other options such as a community pharmacy, your GP practice, or an optician outside the service (there may be a charge for this).

If you are required to attend an appointment in person, please take your glasses and a list of your current medication with you to the appointment. The optometrist may put drops in your eyes to enlarge your pupils to get a better view inside your eyes. You should not drive until the effects of these drops have worn off, which may take a few hours.

Appointments are typically available, where required, from 9 am – 5 pm, Monday – Saturday.

Some practices may offer in-person appointments in the evenings and weekends.

Not all practices have an optometrist available every day, but if they don't, they will be able to find you an alternative appointment nearby.

# Feedback and concerns

Go to [www.healthandcareleeds.org/cues](http://www.healthandcareleeds.org/cues) for more information on the service, or to let us know what you think if you have used CUES before.



**If you have a concern, complaint or compliment about the service you have received, please email [info@primaryeyecare.co.uk](mailto:info@primaryeyecare.co.uk)**

**Any information submitted, either by email, will be held confidentially and not shared with a third party without your prior permission.**

**This is an NHS service commissioned by NHS West Yorkshire Integrated Care Board and delivered in Leeds by Primary Eyecare Services. The NHS want to hear your experiences of this service, so please consider completing a short, anonymous survey online at [www.healthandcareleeds.org/cues](http://www.healthandcareleeds.org/cues)**

