

## Knowsley CCG

This pathway relates to patients that have accessed care via CUES only.

Any referrals from a GOS or private sight test should still follow the normal local referral pathways.

## Patient identified as red flags at triage

Patient identified as RED FLAGS on the triage form require immediate referral to the hospital eye service without proceeding with a telephone consultation or face to face appointment.

The triage outcome must be recorded on the OPERA IT system so that the number of deflections from the service can be reported to the CCGs.

The OPERA IT platform will not generate a referral, so you must signpost to an emergency service.

## Urgent referrals

When 'urgent referral' is selected as the outcome at the end of the episode, OPERA will generate an electronic referral to the urgent eye service at either St Helens, Aintree or Royal Liverpool Hospital. This referral plus any images/OCT will be visible to the hospital clinician monitoring the urgent referrals within minutes. Please note the hospitals **do not** have access to OPERA, the referral is received either to their triage RAS clinic or to their nhs email.

**St Helens Eye Clinic:** Please telephone the eye clinic on their usual urgent triage phone number to advise that a referral is waiting in the Urgent RAS clinic. **01744 646136/646137.**

**Aintree Hospital:** Clinicians will check for new referral regularly during the normal working day, 9am - 5pm Monday to Friday (excluding bank holidays). If you wish to seek advice on the referral or confirm receipt, then please call 0151 529 0286

**St Paul's Eye Unit:** It is essential that a phone call is made to ensure that the referral is picked up as the email may not be continually monitored. (Urgent clinic; 0151 706 3949 or Wet AMD clinic; 0151 706 3994)

The clinician who reviews the referral will then either:

- provide the patient or practitioner with advice and guidance.
- Arrange for the patient to be seen urgently
- Arrange for the patient to be seen routinely.

**Please select the hospital closest to the patient home address as the destination of the urgent referral. Please do NOT default refer to St Paul's.**

**ALL Urgent referrals from CUES must go through the Opera platform. Do not send a duplicate referral via any other method unless advised to do so by the hospital. It is always good practice to give the patient a copy of the referral letter.**

**WET AMD referrals for all 3 sites will be sent electronically to the macula clinic for review.**

## Out of hours

If an emergency/urgent referral is required outside of office hours, please assess if the patient may wait overnight/over weekend.

You may wish to use the links below as a guide:

- Triage document available to download in the bottom right of the webpage; <https://www.loc-net.org.uk/sefton/practitioner-info/referral-protocols/>
- 'Urgency of Referrals in GM'; (<http://www.gmlocs.co.uk/GMLOCs/Information-for-Practitioners>)

Practitioners should always apply their clinical judgment when deciding on appropriate clinical pathway for their patient.

If you assess that the patient is unable to wait overnight/over weekend, then please contact the on-call Ophthalmologist (numbers below). The on-call Ophthalmologist at Aintree and St Helens may have access to view your referral/images.

**If you refer a patient to the out of hours on-call Ophthalmologist, then please close the record following this guidance <https://help.optom-referrals.org/article/274-editing-the-outcome-of-a-form>.** Select "close and complete" and select "referred to the HES outside OPERA"

**Aintree University Hospital: 5pm – 9am & Weekends & Bank Holidays** contact switchboard 0151 525 5980 and ask for the on-call Ophthalmologist.

**St Helens Hospital:** contact switchboard 01744 26633 and request the on-call Ophthalmologist.

**St Paul Eye Hospital (Emergency eye clinic): 8am to 8pm Every day** 0151 706 3955

## Routine referrals

When a routine referral to Ophthalmology is selected you will be presented with a choice of secondary care providers that you can offer the patient.

When a routine referral to GP is required this will be sent electronically. It is good practice to print the referral from Opera and give a copy to the patient and advise the patient to contact their GP by telephone.