



Managing Existing HES Patients: Guidance for COTS Practices

This document provides the referral/reporting guidance for COTS Optometric practices regarding Southeast London patients already under the care of the local HES and explains the actions necessary in the following scenarios:

- Appointment queries from existing HES patients.
- Appointment queries from existing DRS patients.
- Clinical updates directed towards HES clinic and regarding existing HES patients
- Routine cataract referrals for existing HES patients.
- Routine new ophthalmology referrals for existing HES patients (for conditions unrelated to their existing ocular condition).

Appointment queries from existing HES and DRS patients.

Patients under the care of the Hospital Eye Service (HES) or Diabetic Screening Service who are awaiting an appointment, or who feel their review is overdue, should be advised to contact the relevant team as outlined below. This ensures that appropriate follow-up is carried out within the patient's existing care pathway.

Service Provider	Action required
Kings College Hospital (all sites)	Patients should call Outpatient Appointment Centre (OPAC) on 020 3299 1919.
Guys & St Thomas'	Patients should call: 020 7188 8871 or email: gstt.eyeappointments@nhs.net
Diabetic Retinopathy Screening (Southeast London patients)	Patients should call the DRS Admin Office on 020 7188 1979 or email: tr.seldesp.admin@nhs.net

Clinical updates regarding existing HES patients

Following an Optometric visit, it is sometimes necessary to provide the patient's HES clinic with a clinical update. Clinical reports will only be accepted regarding existing HES patients and this pathway cannot be used to send new referrals.

HES Provider	Action required
Kings College Hospital (all sites)	Email report to: kch-tr.ophthalmologypbteam@nhs.net
Guys & St Thomas'	Email report to: gstt.gsttophthalmologymedicalsecretaries@nhs.net
Other	Send updates via post addressed to the appropriate HES service or, if appropriate, issue to the patient to take to their next HES clinic appointment.

Routine cataract referrals for existing HES patients

Before reaching the HES referrals for cataract must include:

- Assessment of vision, refraction, visual acuity with/without pinhole.
- Completion of medical and ocular history.
- Clinical assessment of anterior and posterior eye **including dilation** to confirm that the visual loss is largely or solely due to cataract.
- Identification and discussion of any co-pathology that could impact cataract surgical outcome.
- Discussion of risks and benefits of surgery.
- Documentation that the patient is keen to have surgery (not laser).
- Confirmation that 1) cataract referral criteria are met 2) patient wants and is available for surgery.

Completion of a **COTS Cataract Referral Refinement** appointment is the easiest way to ensure referrals meet this standard.



Once the cataract referral (for existing HES patients) meets the above requirements then the referral can be sent direct via the routes below:

Patient's existing HES Provider	Action required
Kings College Hospital (all sites)	Email referral to: kch-tr.ophthalmologypbteam@nhs.net
Guys & St Thomas'	Email referral to: gstt.gsttophthalmologymedicalsecretaries@nhs.net

The above email addresses should only be used when the referral is regarding existing ophthalmology patients under the relevant provider.

New, routine ophthalmology referrals regarding existing HES patients for an unrelated ocular condition

New, unrelated ocular conditions that require a routine referral must be sent via eRS in the usual way. The patient should be referred to the **same trust** that provides their existing ophthalmological care unless there is a justifiable reason why this cannot happen.