



Managing Existing HES Patients: Guidance for Non-COTS Practices

This document provides the referral/reporting guidance for Non-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 new ophthalmology referrals for existing HES patients.

Appointment queries regarding existing HES and DRS patients.

Patients under the care of the Hospital Eye Service (HES) or Diabetic Retinopathy Screening (DRS) 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.seldespa.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.

New, routine ophthalmology referrals for existing HES patients

Routine, new ophthalmology referrals regarding existing HES patients (e.g. for cataract in a glaucoma patient or to oculoplastics for a patient under medical retina) should be referred to the **same trust** that their existing care is under unless there is a justifiable reason why this cannot happen.

Referrals must be sent by secure email to:

- Lambeth GP patients: lamccg.ophthalmologyspor@nhs.net
- Southwark GP patients: souccg.ophthalmologyspor@nhs.net
- Lewisham GP patients: lewccg.meccs@nhs.net
- Bexley GP patients: bexccg.ophthalmologyspo@nhs.net
- Bromley GP patients: broccg.bbgspa@nhs.net
- Greenwich GP patients: lch.greenwich.meccs@nhs.net