



NHS Wakefield Community Cataract Service

Referrer Information Guide

This service is operated by:



Ophthalmology

About the service

Welcome to our NHS Wakefield Community Cataract Service. This service will deliver a high-quality cataract service to the Wakefield community via a team of carefully selected specialist Ophthalmologists and Ophthalmic Nurses. The aims of our service are to:

- Provide Wakefield patients with consultant-delivered cataract services closer to home
- Substantially reduce waiting times for patients needing cataract assessment and surgery
- Improve patient satisfaction and experience by providing a quick, accessible and quality service
- Offer a better value service for the NHS through more efficient use of resources

How to refer

GPs and Optometrists can refer patients into this service by:

- **NHS e-Referral Service (ERS)**
- **E-mail** thepractice.cats@nhs.net

- **Safe Haven Fax**

01924 552 079 or 01977 502 059

- **Post** Operose Health Ophthalmology
Rose House
Bell Lane Office Village
Bell Lane, Little Chalfont
Amersham
Bucks HP6 6FA

Once we receive a referral it is assessed against CCG policies and protocols, and then clinically triaged to determine if the referral is routine or urgent. To assist with the triage process, please state on the referral form whether they are urgent or routine.

If you have any concerns or wish to discuss a patient's condition or symptoms, please contact our Referrer Support Line on **01924 552 077 or 01977 502 057**.

Referral Criteria

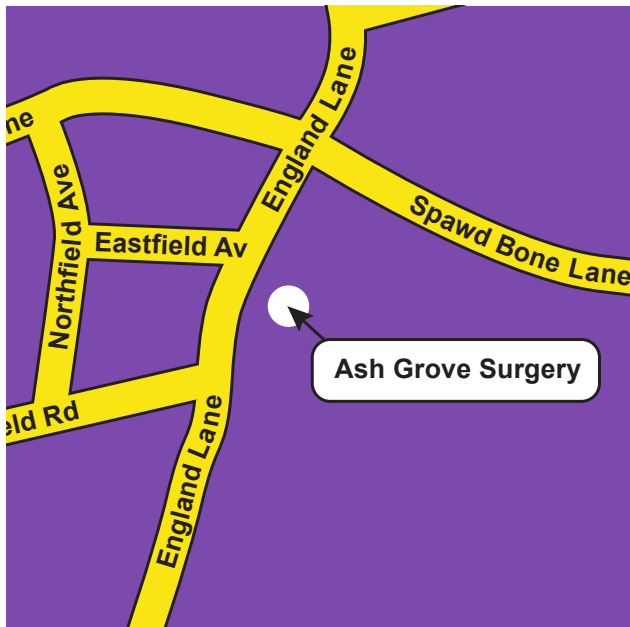
- A patient has a diagnosed cataract condition which interferes with daily life and affects the ability to read, work or drive.
- The patient understands the surgery and wants to have the operation.

Clinic Location

When the patient is referred into the service they will be seen at our conveniently located community-based clinic:

- **Ash Grove Surgery**

England Lane, Knottingley, Wakefield
WF11 0JA



Clinicians

Our Ophthalmologists are highly skilled and qualified to undertake ophthalmology effectively in a safe, community setting.

How are we doing?

Tell us how we are performing by taking our short referrer survey at www.surveymonkey.co.uk/r/WakeCatsRef

Alternatively, scan this QR code on your mobile device to take the survey.



Providing a quality service

Our service offers patients a local ophthalmology service and shorter waiting times, aimed at improving conditions and levels of patient satisfaction. We continually ask our patients how they feel about their care and use this feedback to improve and perfect our service.

When a patient visits our service, they will be asked to complete a simple patient satisfaction survey, the results of which will be accurately processed and shared with referrers on a regular basis.

If you would like to discuss our community ophthalmology service or have any queries regarding a patient referral, please contact us directly on **01924 552 077** or **01977 502 057** or e-mail thepractice.cats@nhs.net.

Who operates this service?

The NHS Wakefield Community Cataracts Service is operated by Operose Health (Group) Limited, trading as Operose Health, and is commissioned by NHS Wakefield CCG and is authorised and regulated by the Care Quality Commission.

Head Office: Rose House, Bell Lane Office Village, Bell Lane, Little Chalfont, Amersham, Buckinghamshire, HP6 6FA.

Directors:

Samantha Jones, Dr Nicholas Harding,
Dr Jeremy Rose

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Information in this leaflet is correct at the time of going to press. We continually seek to improve our service, and therefore all the very latest information will be available on our website.

