



NHS Wakefield Community Ophthalmology Service

Referrer Information Guide

This service is operated by:



Ophthalmology

About the service

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

- Deliver safe and effective access for patients to ophthalmology services
- Provide care closer to people's homes, in a community environments, offering a fast and convenient locally based community outpatient service;
- Deliver high-quality specialist services that support patients to get the right care first time
- Reduce demand on hospital-based services via a reduction in referrals to secondary care services and a reduction in the number of follow-ups
- 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**.

Exclusions

The patient can be referred into the service provided they do not fall within one of the following excluded categories:

- Patients not registered with Wakefield GP
- Patients requiring Urgent/ A&E care including trauma
- Suspected Cancers / two-week waits
- Diabetic Retinal Screening
- Wet AMD
- Children under the age of 18

If in doubt or to discuss what conditions we will see please call **01924 552 077 or 01977 502 057**.

Clinic Locations

When the patient is referred into the service they will be offered a choice of conveniently located community-based clinics to be seen at.

The clinics within the service area are:

- **Ash Grove Surgery**
England Lane, Knottingley, Wakefield
WF11 0JA
- **Church View Health Centre**
Lengthwaite Road, South Kirkby,
Pontefract,
Wakefield WF29 3AP
- **Lupset Surgery**
George A Green Court,
Wakefield, West Yorkshire WF2 8FE

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/WakeCOSRef

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



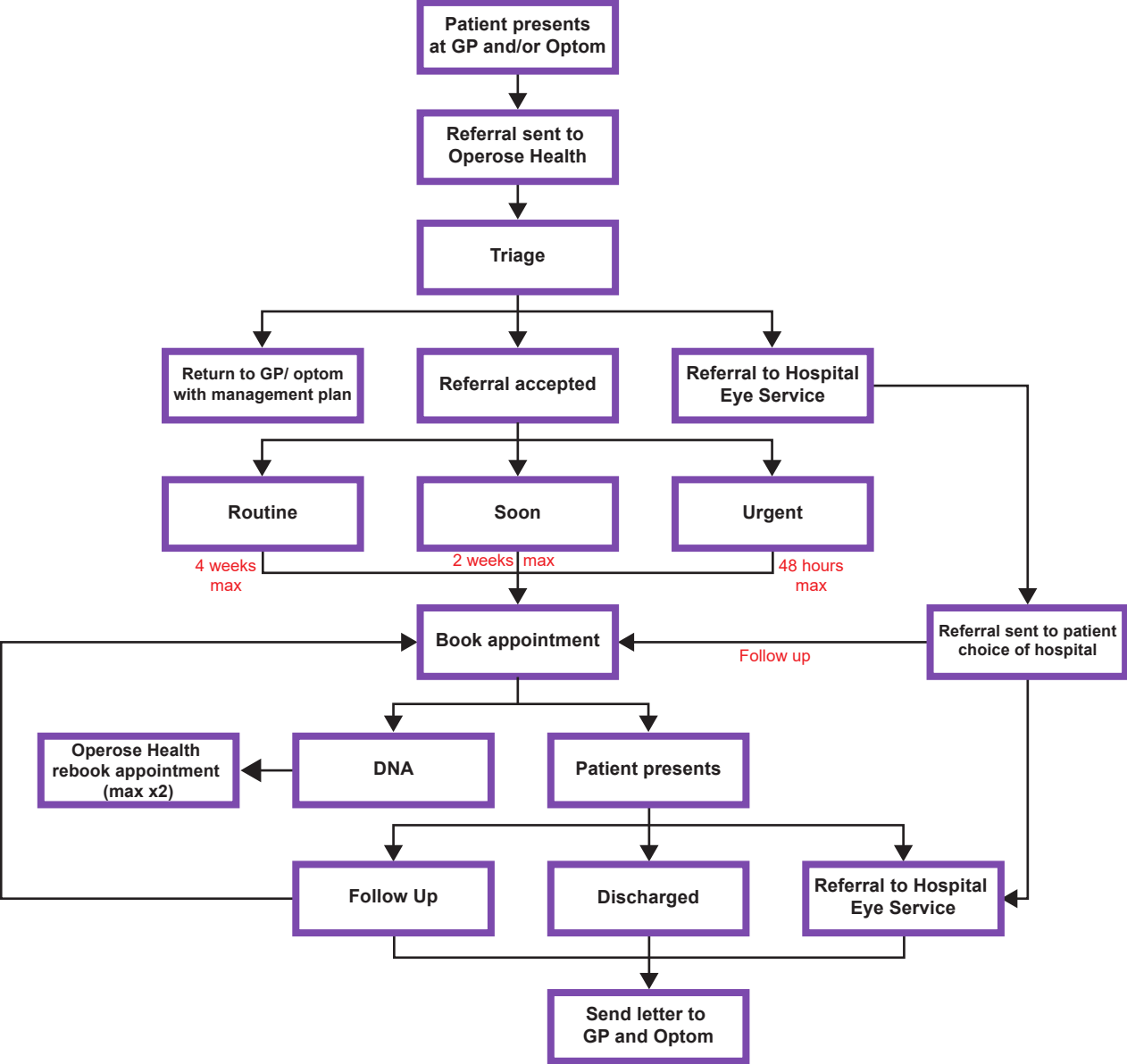
Providing a quality service

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**.

Referral Pathway NHS Wakefield Community Ophthalmology Service



Who operates this service?

The NHS Wakefield Community Ophthalmology 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

Registered in England and Wales,
registered no. 05685937

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.

