



# Community Eye Care Service (CECS)

Flashes and floaters, loss of vision?

NHS appointments available

For use by GP, NHS 111, A&E, Pharmacy and other referring colleagues

# What is CECS?

Symptoms that can be seen under the service include:

- **Loss of vision, including transient loss**
- **Flashes and floaters**
- **Ocular pain and irritation**
- **Eye infections that have not responded to treatment**
- **Trichiasis (in growing eyelashes).**

If you have dry eye or red eye symptoms you may be advised to self-care or seek support from your local pharmacy first.

**Please note, this is not a sight test.**

Also, if you have a major eye condition that is being regularly monitored by your optometrists or hospital eye service, this will not be covered by this service, for example, cataracts, diabetic retinopathy or glaucoma



## Where should I go?

An appointment will be required – whether virtually (telephone or video) or face to face, so please telephone first. Appointments are available during normal working hours and some practices offer appointments in the evenings and at weekends. Not all practices have an optometrist available every day, but if they don't, they will be able to find you an alternative appointment nearby.

# Who is this service for?

If you are registered with a local GP (Vale of York CCG or North Yorkshire CCG) you can use this service. It is for people of most ages – adults and children over the age of 2 years. Children under 16 years must be accompanied at their appointment by an adult.

# How do I book an appointment with the service?

To make an appointment please call 0300 303 4922.

You will be asked some questions about your symptoms in order to assess if you need to be seen and how quickly, which will be within 24hrs for urgent cases.

You will be given an appointment with a a clinician within the recommended time frame this maybe via a telephone or video consultation.

If you are required to attend an appointment in person, please take your glasses and a list of your current medication with you to the appointment. The optometrist may put drops in your eyes to enlarge your pupils in order to get a better view inside your eyes. You should not drive until the effects of these drops have worn off, which may take a few hours.

If your condition is more serious, the optometrist will organise you an urgent appointment at a hospital eye clinic.

If you need a routine appointment with a hospital, the optometrist will organise this for you.

You may also be advised to make an appointment with your GP if your eye condition is in relation to your general health.

**Further information...**

For more information go to  
**primaryeyecare.co.uk**



## **Concerns, complaints and compliments**

If you have a concern, complaint or compliment about the service you have received, please contact the optical practice directly in the first instance. If you are unable to resolve your complaint with the optical practice, please contact Primary Eyecare Services via email at: **info@primaryeyecare.co.uk**

The service provider will use any feedback received to evaluate the service and make improvements if necessary. Your information will be held confidentially and not shared with a third party without your prior permission.

