



KENT & MEDWAY REFERRAL GUIDANCE

EAST KENT

Routine

Patients registered with an East Kent GP can be referred electronically via the Single Point of Access (SPA) on Rego (<https://ref.management/login>) or via **NHS email** to kmicb.ekmeecsreferrals@nhs.net.

with the exception of:

Wet AMD: Two week wait referral form emailed via NHS.net to: ekh-tr.KCH-OPHTHALM-AMD@nhs.net

Cataract: GOS18 to Referral Management Centre via NHS.net to: Kchft.cataractchoice@nhs.net

Emergency Referrals: William Harvey Hospital

Eye emergency referrals: Email via NHS.net email address to ekhuft.urgenteye@nhs.net

Emergency Triage Line: Tel 01233 616232

Please note referrals are triaged during working hours only. Any referrals deemed to be non-urgent referrals will be directed to the relevant service. Please be aware that, at weekends, bank holidays etc, the triage is not continuous. If an opinion is thought necessary, it is best to contact the on-call Ophthalmologist.

The Emergency Triage Line is open:

Mon/Tues/Weds/Thurs: 9am - 5pm

Friday: 9am - 1pm

For Immediate sight-threatening emergencies outside of these hours:

On Call Ophthalmologist: 01233 633331 (William Harvey Hospital switchboard)

NORTH KENT

Routine

Non-urgent referrals for patients registered with a North Kent GP should be referred to the Single Point of Access electronically via NHS email to kmicb.nk.ophthalmologyspa@nhs.net. **Please only add one referral on each email, with the patient's name in the subject title.** Routine referrals should not be sent directly to providers as they have been instructed to reject referrals not coming through the Single Point of Access and this will therefore delay patient care.

Urgent

Practice Plus Group Surgical Centre, Gillingham (formerly Will Adams Treatment Centre)

Wet AMD Rapid Access: Email via NHS Net account to practiceplusgroupgillingham.referrals@nhs.net.

SpaMedica, Sittingbourne

Wet AMD Rapid Access: Email via NHS Net account to spamedica.referrals@nhs.net

Please refer directly for **new** North Kent Wet AMD patients only. SpaMedica will see the patient for the initial consultation and first injections (Tier 1). The patient is then returned to the Single Point of Access Team at the Tier 2 stage where they can choose to return to Spamedica for their ongoing Wet AMD treatment or opt to be seen by another provider.

Kings at Queen Mary's Hospital, Sidcup

Email via nhs.net email:

Urgent appointments (two weeks): kch-tr.urgenteyesqms-referrals@nhs.net

Emergency referrals (24 hours): kch-tr.qmsrapideyeservice-referral@nhs.net

Please do not send an emergency patient directly to the QMS Rapid Eye Unit (RAU) without emailing or ringing the unit first. RAU is currently open Monday – Friday only (8am – 4pm).



The referral will be triaged by the doctor in RAU on the day of referral and the patient will be contacted with an appointment (either for that same day or for the following day, depending on the doctors triage). If the patient needs to be seen within a couple of weeks (rather than 24 hours) they will forward the referral to the secretary to book an appropriate appointment in the correct subspecialty. If they believe it to be routine the referral will be sent back to the referrer to refer the patients in via the normal channels.

General enquiries (Eye Clinic Reception Desk): 020 8302 2678 ext 4429
Emergencies: 020 3961 3444

Maidstone Hospital

Rapid Access: mtw-tr.eyesrac@nhs.net

Tel no: 01622 226228 (if referral requires urgent advice or action)

Maidstone Wet AMD: mtw-tr.fasttrackwetamd@nhs.net

Post-op Cataract Service

This covers North Kent patients seen at either Maidstone Hospital or Practice Plus Group, Gillingham. Participating practices should return the cataract post-op forms directly to the original provider. Please note that there is no longer a need to copy in the triage service. The email addresses are as follows:

For Practice Plus, please email to practiceplusgroupgillingham.referrals@nhs.net

For MTW, please email to mtw-tr.onestopcataract@nhs.net

If you are referring for the second eye, Practice Plus Group will pick this up from your post-op form if clearly indicated. MTW will not and will require a separate referral.

WEST KENT

Routine

Adults: refer to the Primary Care Bookings Service (PCBS). Only under 16's should be referred to the GP for ophthalmic problems.

Referrals can be emailed **via NHS email** to the Acute Community Ophthalmology Service at:

kmicb.PCBS-COT@nhs.net or posted to Primary Care Booking Service, Second Floor, Gail House, Lower Stone Street, Maidstone, Kent, ME15 6NB. **Referrals should be sent electronically wherever possible.**

Telephone: 01303 761576 (Ophthalmology)

Any queries or issues, please contact Ophthalmology on the telephone number above.

Rapid Assessment/Urgent

APCOS was set up to reduce Rapid access workload and see patients in the community for patients registered with West Kent GP.

Mon-Fri 9.00am-5.00pm

Email referral to APCOS (via NHS.net email address): kmicb.acute-ophthalmology-wkent@nhs.net

Please include patient's telephone number as they will be contacted directly by telephone. APCOS emails are read hourly, and an email response is sent to the referrer, advising triaging outcome. Patients will either be sent to Maidstone Hospital; APCOS same day appointment or COT early appointment but not same day. Patients will be seen by clinicians with extended roles; either specialist registered independent prescribing optometrists or a GPwER.

Kent Eye Centre: 786 London Road, Aylesford, ME20 6BE
Tel: 01732 873378



Osborne Harle Ltd: 1-3 Martin Hardie Way, Tonbridge, TN10 4AE
Tel: 01732 368678

Headcorn Eye Centre: 25 High Street, Headcorn, TN27 9NH
Tel: 01622 890044

Eye-2-Eye Opticians: Unit 8, Mid Kent Shopping Centre, Allington, Maidstone, ME16 0PU
Tel: 01622 672563

Tenterden Eye Centre: 3 High Street, Tenterden, TN30 6BN
Tel: 01580 765222

Maidstone Hospital

Rapid Access: mtw-tr.eyesrac@nhs.net

Tel no: 01622 226228 (if referral requires urgent advice or action)

Maidstone Wet AMD: mtw-tr.fasttrackwetamd@nhs.net

NOTE TO ALL REFERRERS

When referring onwards please, wherever possible, discuss the relevant options with the patient. If the patient has a preference, please state this clearly on the referral.

If referring routinely to any of the Independent Sector Providers (ISPs), the referral should still be sent via the relevant established referral pathway, stating clearly the patient's choice of provider. Any referrals sent directly to ISPs will be rejected back to the referrer.

For any patients registered to a GP outside Kent & Medway – please refer via GP.