KENT & MEDWAY REFERRAL GUIDANCE

Routine and Urgent Referrals

All routine and urgent (not to be seen within 72 hours) referrals should be sent to the Single Point of Access (SPA) via Rego.

From 28th April 2026 all cataract referrals, from all areas of Kent, will now go via the SPA managed by the Referral Management Centre (RMC).

All non-cataract referrals will be directed to the SPA managed by PEKM.

Referrals will not be accepted via email unless the patient is registered with a GP outside of your region. For example, if you are a West Kent practice with a North Kent patient – please refer this patient via email.

For all Kent & Medway cataract referrals please email - kchft.cataractchoice@nhs.net

For North Kent patients please email - kmicb.nk.ophthalmologyspa@nhs.net

For East Kent patients please email - kmicb.ekmecsreferrals@nhs.net

For West Kent patients please email – kmicb.westkentspa@nhs.net

Please continue to email Wet AMD and emergency referrals directly (details below).

Wet AMD Referrals

Depending on the patient's location, please email Wet AMD referrals to the following addresses:

EKHUFT - ekh-tr.KCH-OPTHALM-AMD@nhs.net

Maidstone Hospital - mtw-tr.fasttrackwetamd@nhs.net

Practice Plus Group, Gillingham - practiceplusgrp.gillingham.referrals@nhs.net

Spa Medica, Sittingbourne - spamedica.referrals@nhs.net

Queen Mary's Hospital, Sidcup - kch-tr.Urgenteyesqms-referrals@nhs.net

Emergency/Rapid Assessment Referrals

APCOS (for West Kent patients)

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.

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

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

King's at Queen Mary's Hospital, Sidcup

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 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). Please ensure that the patient will be available within this time period. 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.

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)

****

NOTE TO ALL REFERRERS

If you are experiencing problems with your Rego login/account or referrals, please contact the Rego Help Desk at rego.support@necsws.com or use their support portal.

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 with a South-East London GP, please email any routine or urgent (not within 72 hours) referrals via NHS email or Egress to selicb.selmecs@nhs.net.

For any patients registered with a GP outside Kent & Medway or South-East London – please refer via GP.