



**Plan Title: Optometry Services**

**Purpose: To summarise service changes and developments in response to COVID-19**

- Community optometry practice ‘clusters’ developed to reduce the number of practices required to remain open but providing sufficient geographical cover and enabling links to wider primary care services.
- Optometrists now using telephone triage system to determine whether patients need to be seen. Optometrists will see patients by appointment only, and only those who have urgent eye or sight-related symptoms which cannot wait.
- Essential services are described as a lost pair of glasses or changing vision rendering an individual unable function normally e.g. care for a relative or drive as part of their living.
- Optometrists will also continue to see patients with sudden and significant loss of vision, flashing lights and floaters in vision, foreign body injuries or severe pain with/without redness.
- In response to the need to establish an emergency centre where suspected / confirmed COVID patients can be directed for assessment of urgent eye care needs, the Primary Care Urgent Eye Centre will shortly be established. The Centre is for patients identified through telephone consultation who, have an urgent or emergency need that cannot be delayed. The Centre will accept patient who are COVID positive or are suspected to be positive and are in self –isolation and will be referred following initial triage by a primary care optometrist. **The following patient groups will be accepted for care after triage by a primary care optometrist:**
  - Sudden and significant loss of vision
  - Retinal detachment symptoms (flashing lights and floaters in vision)
  - Foreign body injuries
  - Severe pain with/without redness
  - Sudden onset photophobia

The following optometry practices will be open across SBUHB. These practices are ‘open’ for essential and urgent care only and will be operating a locked door policy. If a patient requires optometric care, please advise them to telephone the practice for triage. Walk in patients will not be accepted.

<b>Optometric Practice</b>	<b>Opening Hours by appointment only</b>	<b>Telephone</b>
Specsavers Port Talbot, 31a, Riverside	Mon - Fri 9am-5.30 Saturday 9am-5pm	01639 885370
Specsavers Swansea, The Kingsway	Mon- Friday 9am-5pm, Saturday 08.30-4.30pm	01792 474426
Stephen Evans, Kings Rd, Swansea	Mon - Friday 9am-3.30pm	01792 643823
Huw Bellamy, 72 Brynymor Rd, Swansea	Monday to Friday 9.00am-3.00pm	01792 461054
Specsavers Morriston, 28 Woodfield St, Morriston,	Mon-Sat 9.30-4.30	01792 315970
Specsavers Gorseinon, 62 High St, Gorseinon	Mon-Fri 9am-4pm. Sat 9am-3pm	01792 896555
Specsavers Neath, 24 Green St, Neath	Mon, Tues, Thurs, Fri 9am-5pm, Weds 10am-5pm, Sat 9am-4.45pm	01639 641133
Boots Opticians, Carmarthen Road	Mon-Sat 10am-4pm	01792 456644



## Ophthalmology Services Response

- Due to the current COVID19 pandemic, all non-urgent/non immediate sight threatening Out Patient and Theatre appointments have been cancelled. Patients have been notified of this via post.
- RACE has been relocated to Corridor 3 of the Out Patient Department, Singleton hospital and clinics are running for more urgent referrals only. There is no change to the phone number. Intravitreal injection clinics for AMD and urgent diabetic retinopathy clinics are still running.
- All patients are triaged via phone before their appointment to ensure they have not developed any symptoms. Ophthalmology staff are not routinely wearing personal protective equipment (PPE) but breath guards have been fitted to all slit lamps. Clinell universal wipes are used on all equipment after each patient contact.
- Guidance has been written to enable suspected COVID -19 positive patients to be seen if they have an urgent sight threatening condition. These patients will be seen in a separate area to those who are symptom free with the appropriate PPE for staff. Patients who are suspect or confirmed COVID19 MUST BE highlighted in the referral
- The Ophthalmology department staff are reviewing notes/last letters of all cancelled patients to maintain continuity of care and minimise the risk of eye conditions worsening due to understandable delays at this difficult time.
- Please assure all patients that they have **not** been removed from any waiting list and when it is judged that the risk period for COVID-19 has passed, we will send appointment letters out in the post.
- The Eye Clinic Liaison Officers Susan Neale for Singleton and Sarah Williams for Neath and Port Talbot are continuing to support people worried about their vision. They will now operate a telephone support service and will provide emotional support; eye conditions and treatment information; details of latest aids, equipment and technology, and also continue to have a direct link with social services and the sensory services team, as well as the Royal National Institute of the Blind. Please direct any patient worried about their situation and vision to the Eye Clinic Liaison Officer. (ECLO)

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