

INFORMATION FOR DEVON PRIMARY CARE OPTOMETRISTS

TORBAY EYE UNIT

COVID-19 PANDEMIC UPDATE (03/04/2020):

We are writing to inform our primary care colleagues regarding recent changes within the department:

- The government is encouraging social distancing, self-isolation and shielding for vulnerable groups.
- The Trust is prepared for the possibility of an increased rate in sickness absence amongst staff as well as the possibility that staff and resources may be required elsewhere.
- Patients pose a risk to other patients and staff. In the present situation, the overall risk is reduced if fewer patients attend.

TEMPORARY SERVICE CHANGES

SURGERY

- All non-urgent elective operations have been suspended.
- Emergencies or sight saving operations are available as normal.

CLINICS

- Non-urgent outpatient care has been suspended to free up resources to deal with covid-19.
- Necessary outpatient consultations are being delivered remotely by telephone or virtual consultation.
- A modified macular service continues as the risk of sight loss without intravitreal therapy is high. These appointments have been re-designed to minimize time in hospital where possible whilst still delivering safe individualized patient care.
- Where face to face clinical contact necessary strict hygiene protocol including face masks will be used.
- Cataract clinics are discontinued until further notice and will be rebooked at a later stage by longest waiting.
- YAG laser capsulotomy appointments have been temporarily suspended.

URGENT CARE

- Urgent care continues to be delivered as before.
 - Call 07768043318 (9-5 weekdays)
 - Call on call eye doctor via hospital switchboard (all other times)
 - Appointment only service.
 - Provide a telephone contact number for all patients referred.
 - Referrals will be triaged on a case by case basis.
 - We have expanded capacity to help relieve pressure on A+E.

ACTIONS FOR OPTOMETRISTS:

- Continue to refer patients at risk of sight loss via 07768043318 or A+E.
- Please remember this service is for patients who have a high risk of imminent threat to sight.
- Please support our paediatric patients with any urgent adjustments or urgent repairs required by using GOS4 vouchers.
- Please keep up to date with RCOphth and College of Optometrists guidance. As the situation develops, management is likely to be based on the RCOphth Ophthalmology Escalation policy
<https://rcophth.ac.uk/2020/03/covid-19-update-and-resources-for-ophthalmologists/>

TELEPHONE TRIAGE: 07768043318

MACULAR APPOINTMENTS: 01803655179

WEEKDAYS 9am to 5pm

Thank you for your support and patience during this unprecedented time.