


Community Eye Care Service (MECS)

The Services

Patients can access eyecare for minor eye conditions, free of charge and close to home by calling the triage phone number:

 **0300 303 4922**

Monday to Saturday 9am to 5pm

Who is eligible for CECS?

- CECS is available to patients presenting with a recent onset eye problem such as
 - 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).
- CECS is available to patients aged 2 or above with a GP in North Yorkshire CCG area or Vale of York CCG area.

Which optical practices provide CECS?

A CECS provider practice search tool can be found from the link below but please do not direct patients directly to optical practices. Please use the phone number above.

<https://primaryeyecare.co.uk/find-a-practice/>

What happens next?

- Patient phones 0300 303 4922.
- Patients will be screened for eligibility for CECS.
- If eligible, patients will be offered either a remote Telemedicine or Face-to-Face appointment.
- If not eligible, patients will be given information about options such as seeing a pharmacist or GP or an optician outside the service (there may be a charge for this).

Support

- Practices and Practitioners can use the OPERA help menu as the first port of call for help and support, and or the OPERA support bubble to pose queries. Both these tools can be found on the OPERA home page.
- Wider Primary and Secondary Care providers that want to know more about the service can contact our service support team direct on: info@primaryeyecare.co.uk
- Urgent referrals back to providers should be made on Opera **AND as per local protocol, usually by telephoning the hospital provider**