

Urgent and Emergency Eyecare Services in Buckinghamshire

Please use this advice in conjunction with the separate 'Urgency of referrals' document.

Stoke Mandeville Hospital operates a seven-day, appointment-only service, with clinic times 09.00 to 17.00 on weekdays and 10.00 to 16.00 at weekends and bank holidays. Referrals should normally be **faxed** to 01296 315037. Within a few hours of receipt of the fax, patients will be contacted by a triaging nurse, who will suggest an appointment/management plan.

The phone number for Stoke Mandeville Eye casualty is 01296 315939. The answerphone may sometimes be used during busy clinics, and calls are responded to as soon as possible. For those cases considered too urgent to await a response, the on-call doctor may be contacted for advice, via the hospital switchboard 01296 315000.

The hospital has asked us **not to quote timescales** for when patients will be seen.

Note that **all urgent/emergency referrals for Mid & South Bucks patients should go to Stoke Mandeville** via one of the routes described above. Occasionally, patients with transport difficulties might be referred onwards to Wycombe Hospital, but Wycombe will not take direct referrals.

There is no urgent/emergency clinic at Amersham Hospital.

Milton Keynes Hospital Booked Urgent Service (BUS) is available five days per week. Evening BUS clinics run Monday to Thursday but currently NOT on Friday evening. Referrals should be faxed to 01908 997816 on the appropriate proforma (available on the Bucks LOC website).

Patients are contacted and appointments made in order of clinical priority and all effort is made to contact patients within 1 working day. This occasionally may stretch to 2 working days for referrals of less priority. If the patient has not received an appointment, please contact the BUS clinic on 01908 995515 or the eye clinic reception on 01908 995501.

Note that (with a few exceptions*) **all urgent/emergency referrals for Milton Keynes patients should be referred to the BUS clinic during the hours of 09.00 to 17.00 Monday to Thursday and 09.00 to 16.30 on Friday**. Cases which are considered to require earlier assessment will be referred onwards to Stoke Mandeville by the BUS clinic team.

At weekends, bank holidays, and after 17.00 on Monday to Friday, please use the Stoke Mandeville referral route described above (but see below** also).

*For exceptions, see the separate 'Urgency of referrals' document.

****Faxes to the BUS clinic are collected during the hours of 09.00 to 17.00 Monday to Thursday and 0900 to 16.30 on Friday. Between 16.30 and 17.00 on Friday, you may call the eye clinic where a doctor can advise accordingly. (This may include diverting referral to Stoke Mandeville if it is in the patient's best interest.) Alternatively, the Stoke Mandeville route should be used if the referrer feels the case cannot wait till Monday. Faxes sent to Stoke Mandeville are read 7 days a week 24 hours a day.**

Buckinghamshire Local Optical Committee <http://www.loc-net.org.uk/buckinghamshire>