

## Guidance for Optometrists on sending Paper Referrals to Secondary Care Eye Services

Due to the recent issues with CCG and internet browser compatibility some practices have indicated that they may decide to revert to using paper referrals. The following guidance should be carefully noted and applied to ensure such referrals are made appropriately and to avoid delays.

In the first instance please ensure that you make contact with the GP practice(s) in your area to advise staff/managers that, due to an issue with access to CCG referrals, your practice is having to temporarily revert to using paper referrals which need to be processed by the GP practice using CCG.

1. All [referral templates](#) are located on the BSO website at the following link: [Click here to access all referral templates](#)
2. All paper referrals must be sent via the GP. The **only exceptions** are for:
  - Macular Referrals (post directly)
  - Eye Casualty referrals (telephone)
3. State clearly at the top of the referral letter that your practice cannot access CCG and state the **CCG Referral Destination including HSC Trust, Hospital, and Service which the referral relates to**, for example, Southern Health and Social Care Trust >> Craigavon Hospital, >> Ophthalmology - Cataract.
4. To minimise the risk of lost, delayed or 'unactioned' referrals, please ask the GP practice to:
  - provide a named person(s) in the GP practice to whom referrals can be directed
  - advise if the GP practice would prefer them to be sent by post or hand delivered. **Note:** paper referrals must not currently be sent by email.
5. Advise that your (i.e. the optometrist's) paper referral letter must be scanned and attached to the CCG referral made by the GP practice.

Please ensure that the GP practice staff understands the importance of using the correct 'CCG destination' and please ensure that this is stated on the referral letter, as outlined above.

A copy of the referral should be retained in the patient record including any relevant supporting dates such as the date the referral was written and the date sent/left with GP practice.

If you have any queries please contact [ophthalmic.services@hscni.net](mailto:ophthalmic.services@hscni.net)

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