

## **Patients presenting for a POCS when not on OPERA**

Occasionally patients will attend a practice who you can not find on the Opera portal. Please follow the following actions:

### **E&N Herts GP patient:**

If the patient has a GP registered in E&N Herts presenting to your practice requesting an appointment, advise the patient that, because their GP is out of area, they cannot be seen by an optical practice for a post cataract assessment.

Please direct the patient to contact the bookings team at **PAH on 01279 827158 - Extension choice 3** to ask them to book them in for a post op assessment. PAH will make arrangements for their post cataract assessment to be done at the trust.

### **West Essex GP Patient:**

If a West Essex patient is not on the portal, please contact Sana Asif on [sana.asif@primaryeyecare.co.uk](mailto:sana.asif@primaryeyecare.co.uk)

### **Incorrect/Inappropriate Information from the Hospital**

Should you receive any letters from the HES that do not relate to the patient's care, or have any data breach relating to the trust, please contact [tracy.goodacre@nhs.net](mailto:tracy.goodacre@nhs.net) and the Governance team at PAH [paht.infogov@nhs.net](mailto:paht.infogov@nhs.net)