

Patients presenting for a POCS when not on OPERA June 2025

Occasionally patients will attend a practice who you can not find on the Opera portal. Please only complete post cataract assessments for patients who are on your OPERA Dashboard.

PES cannot guarantee payment for any assessments not on OPERA.

The West Essex post cat service is only commissioned for **West Essex GP patients only**. Please follow the following actions:

Patients not on OPERA - Princess Alexander Hospital (PAH):

If a PAH patient with a West Essex GP presents to see you with a hospital letter advising post cataract assessment will be carried out at 4-6 weeks and the patient is not on OPERA. Please contact the PAH failsafe team and CC your local clinical leads who will arrange for the patient to be added.

The PAH Failsafe Team dinesh.phasge@nhs.net and antoinese.akuffo@nhs.net

Your local Primary Eyecare Services clinical leads are: pratik.patel14@nhs.net & sana.asif2@nhs.net

Include the following information:

- Confirmation that the patient is registered with a West Essex GP
- Your practice name and ODS code.
- Patient details (preferably NHS number and date of birth) sent securely via nhs.net.

Without the above the request will not be processed

Also, some E&N Herts patients are being directed to the service inappropriately. Please proceed as follows:

E&N Herts patients operated on at PAH:

- If the patient is E&N Herts GP patients, presenting to your practice requesting an appointment letter,
- Advise the patient 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 EXT/choice 3** who will make arrangements for their post cataract assessment to be done at the trust.

Other surgical providers:

If a West Essex GP patient presents to see you with having had surgery at one of the independent sector providers e.g. the Holly, Ramsey the rivers, SPAMEDICA and is not on OPERA. Please contact hello@referral.support and CC your local

clinical leads pratik.patel14@nhs.net & sana.asif2@nhs.net who will arrange for the patient to be added. Please provide the below information:

- please ensure the patient is registered with a West Essex GP
- Provide them with the name of the surgical provider e.g. SpaMedica, The Holly
- Provide them with your practice ODS code
- Patient details (ideally nhs no.) if this is not available email patient details securely to pratik.patel14@nhs.net & sana.asif2@nhs.net