

## Mid & South Essex

## Post Operative Cataract Service


## April 2026 - Update 1

### Clarification of procedures - Patients not found on IT Platform

A small number of post-cataract patients are not successfully added to the PES IT platform and/or assigned to the correct optical practice by surgical providers. This usually becomes apparent when the practice can't locate a patient on the Clinical Dashboard.

We recommend practices check the IT platform at appointment booking, ahead of the consultation itself. We cannot guarantee that the surgical provider will add an episode after the appointment has taken place. Until an electronic referral is visible there is no formal request to conduct an assessment, so any clinical work is done at the practice's own financial risk.

When this situation arises, proceed as follows:

- 1) **Contact PES** via [hello@referral.support](mailto:hello@referral.support) or by clicking the blue bubble.   
Explain the issue, include patient name, DOB, your practice name, and your practice ODS code.
- 2) If the patient was added to the platform but allocated to a different practice, the episode may need to be transferred. While PES can facilitate the process, we may require your co-operation to communicate with the other practice and/or the patient to ensure all parties are properly informed.
- 3) If PES cannot find the patient's referral on the IT platform, you'll need to contact the surgical provider to ask for the patient to be added. Use secure email such as NHS.net when sending patient data.

**So that the surgical provider can action your request promptly, include the following:**

- Explain: "This patient has requested a post-operative assessment at our practice, but we have not received a referral. Please add a referral to the IT platform and assign to this practice."
- Patient Name, DOB and NHS Number (if known)
- Your Practice Name and ODS Code

**Send to:**

**Southend & Orsett Hospitals:** [Mse.southendeyepostops@nhs.net](mailto:Mse.southendeyepostops@nhs.net)

**Broomfield Hospital:** [Mse.opthalmologyBRMpostops@nhs.net](mailto:Mse.opthalmologyBRMpostops@nhs.net)

**ACES:** [aceseyeclinic.enquiries@nhs.net](mailto:aceseyeclinic.enquiries@nhs.net)

**Spa Medica:** [spamedica.postop@nhs.net](mailto:spamedica.postop@nhs.net)

**For other hospitals & operational issues:** [tom.mackley@primaryeyecare.co.uk](mailto:tom.mackley@primaryeyecare.co.uk) / [tom.mackley@nhs.net](mailto:tom.mackley@nhs.net) (PES Clinical Lead)