

Appendix 1: Resident Comments

Please note, these comments have not been amended and are shown as provided from residents within the survey.

Question 1: When you had your eye problem, was CUES the first service you contacted?

Comments:

- I called Moorfields but they put me through to cues
- Optician only
- Specsavers
- I called 111 who advised me to go to A & E and they contacted the Ophthalmology Dept at Milton Keynes Hospital. I received a call from them and was told to see an optician. I did this and paid to have a sight test plus OCT which showed a cyst in an awkward place in my left eye.
- Walk in centre Milton Keynes
- I went straight to A and E department
- My optician who refere me to the Eye Clinic
- The urgent treatment centre advised me to contact CUES
- I contacted my doctors who told me I had to contact my option. They then told me to contact you.
- A&E
- Receptionist said 'we no longer do eyes '
- I contacted my optician who referred me to Bedford Hospital who then sent me to Moorfields London. I didn't know that I had used CUES
- I sought treatment in Germany
- Found it on the internet
- Never used CUES facilities at all Need to get in touch though as got poor sleep deprivation with hard encrusations in my own eyes lashes
- 111/hospital/optician then referral
- I went to A & E and they referred me to Moorfields
- A&E doctor made a referral to Moore and eye hospital in Bedford. Then this woman rang
- Have never used CUES
- I contacted optician who said there was no emergency eye care in mk so go to Northampton
- Sometimes via GP sometimes directly
- Corneal abrasion so attended minor injuries at local a+e
- I went to Stoke Mandeville Eye Casualty

Question 2: When did you use the CUES service?

No comments on this question

Question 3: Was the CUES service easy to access / get through to via the telephone?

Comments:

- Very professional and helpful
- I had to tell one person my issue and then when someone called me back , I then had to go though it all again
- I was referred and told that I would get a call from Cues with 2 hours and got the call in time.

- I had the number in my phone from a previous referral so it was easy to make contact
- They answered quickly.
- Managed to get through very quickly
- Didn't call them. Received a letter
- No one answered left message then had a rude phone and threatening call saying I missed appointments
- The GP surgery first told me to call them but since the problem was not resolved immediately, I had to call them back but didn't know how to contact them directly. I had to keep asking the GP. The problem is still not resolved.
- I took so many calls to get answered
- was quick, no long recorded messages
- Quick response
- Phone answered by the 3rd ring.
- They called me back promptly
- Hospital or CUES? contacted me.
- Spoke to CUES receptionist who was reluctant to put me through to an optician. I explained again that I had been referred by Specsavers.
- The receptionist was helpful, organised and reassuring during the triage process and reassuring and advised she would arrange for the optometrist to ring me back. The response was surprisingly quick.
- Got through quite quickly, got called back the next day and an appointment made after the weekend
- Eye infection
- Fast reply from a human, not an automated voice.
- No problem
- I had to try several times before reaching someone
- The telephone call was responded shortly
- Cause I called so much before reaching out
- Available 7days aweek
- Never had a number
- The system was easy and operator was easy to understand
- Answered almost immediately
- Quick response
- Very quick response when I had questions following an appointment
- They answered my call promptly
- It was frustrating trying to get help. This was all new, I couldn't understand why the surgery would not help me.
- Phone call answered without delay
- the call was answered quickly on 2nd attempt when i thought i would wait a long time
- Could never get through
- Left message they rang back
- I asked for referral via my optician
- Appt letter sent
- I didn't have a smart phone to hand so there was a problem
- 111 needs a lot of work and proper training. The "computer says no" mentality shows
- I was contacted quickly and spoke to a doctor soon after- who reassured and offered quick treatment.
- I didn't wait on the phone long before I got a response
- Initially, no one answered the phone
- The optician gave me the number and we had no problem arranging a call back from the ophthalmologist
- Advice given was clear and the appointment given was very prompt
- Hardly no wait time
- I was being dismissed and told to go to a&e
- I have received a quick call back
- Never used cues as yet
- Dreadful wait time rude person on the phone

- The answers promptly and was very clear on what information they needed and then explained how things would happen.
- Didn't wait to long for pickup
- Complete disaster. The woman was nothing short of horrible
- I am mute
- They didn't answer and when they did no one had a clue what was wrong and I had to wait for a call back
- They got back to me quickly
- They said they would call back within 24 hrs so No direct contact as quickly that I had expected.
- Didn't answer
- Quick answer
- The Optician gave me the phone number.
- Call answered quickly and called back.on time
- I made a phone call and was called back the same afternoon
- Told I could not access the service as I am in the military
- Did not know about it
- No one answers
- Took long time, busy phone line

Question 4: Did you find the telephone assessment process worked well for you?

Comments:

- I knew I had uveitis as I get it every 6 months , but they referred me to the opticians (I had to pay £25) who then immediately referred me - it was far too long for something that I knew I had
- They were very thorough in checking my symptoms and came back to me when they said they would
- Told me to go to Hospital
- She was very patient, gave told me I had done the right thing and told me I would be attended soon.
- It was quick and easy too use
- Listened well
- Long wait for a call back especially in urgent sight threatening cases
- Didn't use it
- Although when I finally did find who to talk to, they responded quickly, the consultation was also very quick. It still is not resolved.
- identified likely problem
- After the 1st chat I had a call from an eye consultant within an hour.
- Efficient, friendly, useful advice
- I was told to go to an optician
- I explained that I had a vision migraine with an aura and blindspot and still suffering with a severe head-ache. She said she would send notes to my doctor and this enabled me to get a doctors appointment.
- The optometrist was very friendly and reassuring whilst clearly listening to my response to his questions. Very professional and helpful.
- Over the phone advice/prescription worked for me.
- The lady was amazing and everything she could to help
- Photo by text beforehand and call back was prompt
- Always efficient/ friendly/ professional and checked with supervisor if not sure
- They gave us a wrong medication just asking a photo... and my wife had reaction badly.
- I was assessed
- Lady over the phone was rude and don't listen at all
- I talked to the doctor really good and well done
- But strange to me that he didn't use video to see my eye.
- Operator understood the problem
- The person I spoke to was very thorough in her questioning and explained the problem to me

- The assessment wanted me to be seen within 48 hours but this did not happen.
- I had to make extra phone calls but the staff at cues helped me.
- How can they assess just by asking questions
- Optician was good but I would have preferred to have been assessed by hospital eye clinic
- Did not feel I had got a proper consultation, it felt impersonal and almost dictatorial! Did not feel any empathy and a relative lack of listening.
- Not as successful as a face to face appointment
- No still had to go in
- the call handler was lovely and both she and the optometrist did what they said they would
- Took picture diagnosed over phone
- No improvement
- I didn't have any confidence in the 'over a phone no face to face process'
- Too long.
- I was contacted and details passed on to the doctor within hours.
- It saved me the time of travelling and waiting to be attended to
- I was repeatedly asked questions requiring a yes/no answer and it was difficult as my answers were not yes/no
- We sent pictures and the optician had good visual details of the problem
- Very clear
- She advised me to go to the minor care service at the hospital
- They consultant should have actually physically looked at my eyes. I couldn't see for almost a month
- My issue was quite simple so the advice was on point, and recommended products helped.
- Dismissive of my complaint which i still havr
- They tried to send us back to pharmacy at first then sent us to specsavers
- Unable to get an urgent appointment.
- What they asked me and listen to what my symptoms were
- Help me get an appointment same day
- Had to complete twice
- They told me I need to go and pay to have an eye test at an opticians. I shopped around to get the best deal but it still cost me £40. It was just to assess eye health, not as an eye test. I did not have vision problems or associated.
- Woman was awful I had seen a doctor, given antibiotics, and was advised by optician I had cellulitis. This woman said I didn't from the pictures despite an optician and an a & e doctor telling me I had
- I had an infection that required medication not over the counter drops. A photo was not good enough to assess my problem. It needed a face to face consultation
- Because the telephone conversation.
- I am mute
- The diagnosis was wrong, and I ended up in A&E
- clearly an experience nurse - advised me what to do in a few mins and meant I didn't have to go to doctors but had clear instruction
- They listened and advised
- Despite me advising the receptionist that id had the condition before and needed immediate treatment she insisted as i was a contact lens customer of Specsavers that I saw my optician there first! I couldn't get an emergency appointment for two days. When they saw me they immediately referred me to the local hospital eye clinic but they didn't have an emergency appointment for FIVE DAYS!! As things got progressively worse fast I ended up the following day at an Emergency Eye Clinic at Stoke Mandeville
- I was expecting to get an appointment but this was not the case at all.
- Didn't get a appointment
- No problem
- The advised did not explain-she just kept asking questions-when I said I didn't know-she finally told me she was going down a list of questions-very unsatisfactory, not at all empathetic!
- Difficult to assess on photo
- No option

- Quick & easy good advise
- Prompt and they explained clearly process
- I knew what the problem was through my optician so a face to face wasn't needed on this occasion
- Reassured me that they would contact me re an optician appointment
- Because it was friday night I had diplopia but they couldn't offer me an appt til Monday morning with Specsavers!
- Contacted cues when I bent over any my corneal abrasion reopened. I was in a lot of pain and it was a Sunday. Cues said could not refer me straight to be seen urgently by ophthalmologist at hospital - needed to be seen at opticians first who could refer me after examination. I was crying and in a lot of pain on the phone, could not see, I had taken strong pain killers. Ended up taking myself straight to minor injuries at local a+e to see eye doctor on call who did an urgent procedure on my eye straight away. In this case, would have been better to be referred straight to a+e and not have to wait to be referred for 'free' eye examination at Specsavers on a Sunday first. With history of corneal abrasion 10 days before, and description of shooting pain in eye when bending over - I really could not wait as I was on my knees in agony. Referral to Specsavers for free appointment took ages, that's why I went to a+e in the end as couldn't beat it anymore.
- Too keen not to give appointments or follow up to ensure problem resolved.

Question 5: How was your eye condition resolved?

Comments:

- I was told to go to an optician and had to pay , who then referred me straight to Moorfields
- I have been told on phone I am not blind yet did not gets chick up I had blood in eye and had headaches ,she told me go private
- I used my own initiative as cues took a good few hours to get BA k. I took my son to A& E who them sent us to the eye clinic at the hospital
- Went back to the GP
- There were mixed diagnosis and I got lambasted on the phone as I had been told it wasn't something and not to worry and then had a cal being rude and threatening I hadn't been in as there was a problem
- Was told to contact diabetic clinic but it's nothing to do with diabetic
- My eye condition has not been resolved. The heat pad makes my eye more uncomfortable but the drops help.
- They couldn't help me because I was already a patient with hospital, the hospital messed up big time and a complaint was made
- It is not resolved
- This would be my only complaint- I have used the service many times for a recurrent problem (iritis) and need referral to hospital. On several occasions this has happened after a phone discussion with an optician. The last time I had to wait a further 2 days to see an optician who then referred me. It seemed an unnecessary extra time consuming step
- They couldn't find the correct reason and every doctor told us a different thing and different medication. After a 10 days nothing solved it and we had to travel for a different hospitals... i am not happy at all. This is eye one of the most important thing.
- I was given advice via the phone on the day of the phone call and also seen by an Optiction a few days later
- Went back to the optician
- I was told to call on the Wednesday when I got back from holiday...to my disappointment ques had discharged me
- Arranged to be seen privately.
- Optician referred me to my doctor. So full circle and and waste of petrol and 2 hours.
- Was seen by optician. Would prefer to have been seen at hospital. Problem still persists.
- Still not resolved.
- I was referred to hospital but I got appt at doctors for antibiotics
- I was referred to Moorfields

- Prescribed ointment
- I was told to buy some stuff from the chemist
- It wasn't until I managed to get seen by the eye clinic a month later who prescribed my steroids
- Not used cues as yet to date
- Not resolved
- Went to A&E
- Seen by optician and then straight to hospital
- self medication-various drops
- My eye problem was dealt excellently by Moorfields
- I had to pay to see someone.
- It wasn't
- I took myself to an optician who referred me to the hospital
- Never used the service
- I went to A&E
- See Above
- I had to go a&e
- Seen quick
- I was referred to my nearest hospital to see a consultant.
- Given advice and guidance to go to the optician
- I was seen at Northampton sept 2019
- Once by optician, once hospital
- As described above.
- I was seen at Eye Casualty at Stoke Mandeville
- Told to go back to the optician

Question 6: Was the Optician location convenient to access for you?

Comments:

- It was in my local town
- It was my usual optician
- v close to me
- It was a little far away
- I can walk from my home to opticians.
- It was a 20 minute drive and I had someone to drive me
- It's my usual specsavers
- Nobody replied
- It was my optician
- 10min taxi journey
- Within reasonable distance
- I saw the optician privately because I didn't have any confidence in the telephone screening process
- I always go there
- Same villag
- About 5 miles away so had to get a taxi as my wife couldn't drive due to broken wrist

Question 7: Were you seen within 2 working days?

Comments:

- I think it was three days but can't quite remember
- Months
- Within 2 working weeks
- 1st time was a delay of a week, 2nd was quick

- Two weeks
- 30 mins
- Still waiting
- 24 hours appt with 49 minutes notice
- 9 days
- A week
- 5 days
- 2 to 3 days?

Question 8: How was your experience of using this service on a scale of 1-10?

No comments on this question

Question 9: Please help us understand why you gave that score

Comments:

- Very professional advice and service
- It was efficient and quick and the staff were very calm and understanding and the optician was brilliant.
- I feel I have explained
- All very easy to use and I had a good outcome
- Did not help me I wait all day for call ,when she call me ask some ? And ask if I can see ,I said yes,I told I had gulocoma,she still refuse to check my eye
- The advice I received sorted my problem
- Because I was telephoned promptly, my situation listened to and a referral made
- I had to go elsewhere
- Staffs I spoke with was very polite, helpful, Supportive, And advised me what to do going forward.
- I was given appointment quickly to see the optician and reassured which helped to be less anxious.
- It was easy to use, I submitted a photograph and the condition was established from that
- Helpful, quick
- Wait time for call back is far too long
- Well advised
- I don't think 3 to 4 weeks suggests urgent.
- It didn't work as I was expected
- "Rude incompetent staff.
- Told one thing by one person when it was something else.
- Lack of understanding to SEN child.
- Threatening on the phone when I didn't attend an appointment I didn't know I had nor did I know there was anything wrong (turned out there wasn't anything wrong and the threatening tone was unnecessary)"
- They prescribed eye drops which helped to clear up the problem
- I still have an eye problem.
- Answer the phone would have saved lots of my time
- The failure of Specsavers to alert CUES they had no appointments
- They reassured me and assed the problem quickly
- I was advised to buy and use an over the counter ointment which worked very well
- Call was taken quickly and appointment organised for same day
- I wasnt called back within 24 hours with an appointment, I would have liked more feedback on the status of my referral
- Was given the wrong advice on the phone.
- It was an immediate relief to speak to someone and obtain a prescription (via my GP)
- Quick service and guidance.
- Fast response ,easy to talk to people who were very helpful They were very reassuring

- Efficient, knowledgeable, professional
- My eye was painful and I was concerned that the basal cell carcinoma that was removed from the side of my left eye some years ago might have been an issue. I am at present awaiting microsurgery for a further carcinoma on my face. I did not feel reassured.
- Service was excellent and optician was very thorough.
- My more recent, albeit somewhat rare, dealings with the medical profession have left me with a memory of cold and brusque process. This service was something completely different, friendly and helpful, reassuring and thoughtful and more important good listening skills without that sense of being rushed.
- Person I spoke to very kind and helpful
- Courteous, informative, reassuring.
- Given good, clear, concise advice and reassurance.
- Responses were slow and the medication prescribed was not available anywhere.
- Fast response, great advice and reassurance.
- My second conversation gave me a more accurate diagnosis and advice
- I had a thorough eye examination given the right solution for my dry eye and given an app for my 2 yearly eye test a month early
- Should have been seen in person
- The lady all she could do to help me, but she was restricted on what she could do, due to Bedford hospital being absolutely useless
- "1) I was asked to go to an optician for an urgent appointment that was not in the town I live in. It was 20 miles away. So I paid my own optician.
- 2) No one kept me informed of what was happening with my referral. I still don't know. "
- "See answer to question 6.
- Quick response, call backs from optician within 12 hrs but inconsistent response by these opticians to same condition/ symptoms.
- I had to travel 15 miles outside my local authority area to see an optician within 48 hrs (which was difficult to arrange transport). The optician consequently didn't have the correct proforma to make referral to my local hospital straight forward for her."
- Very efficient way to get specialist advice and direction
- Its because they gave us first medicines from a photo.... And my wife had allergy reactions. And after that they send us one of the doctor and that doctor told us its UV burn and doesnt need medicine. He gave us a simple eye drop but that was wrong.... We try to reach them again but unfortunately doctor was on leave and centre unavailable. Her eyes everyday was going more badly, we went the emergency services of Bedford and Luton none of them solved or gave us correct medication. We lost 2 weeks with wrong medicines and due to misdiagnosis and treatments.
- Advice very good and explained thoroughly but I took a few calls to get through to someone
- " listened, kind, understanding. reassuring,
- The advice solved the problem. "
- Because you contact me
- Because 48 hours appointment was booked for me to see optician.
- My need was satisfied
- The lady that I spoke to was very rude didn't care to ask for my medical background history kept cutting me off when I was explaining and was just rude the entire time
- It was very helpful
- There is no prescription given, why? The advice is nonsense I can just google the answers.
- It was easy to access. They were understanding
- Very professional and prompt service
- Great service all the way.
- The lady was really helpful. The only thing that could be better is how long it took to hear back
- "Unhappy with this service because my child was diagnosed over the phone without being seen in person and problem with his eye was instantly blamed on screen use despite minimal use of a screen.
- I got a much better service and a proper diagnosis going through my local opticians.
- He had damage to his eye that could have only been seen by a proper assessment in person."
- Cause your service is excellent and very good

- Prompt easy to access reassuring
- Cues listen and give advice and direct me to the right place to go. Very quick and polite and helpful.
- Just like a normal hospital visit
- Guidance was correct for me
- Was given the wrong advice
- For all the reasons stated and it put my mind at rest that the condition would improve of its own accord. I was also told to see or have another eye test in a few months to check on things
- Thorough and reassuring
- I was concerned about a broken blood vessel that was getting worse and affecting my vision and was given clear and helpful advice that reassured me and helped me to understand what I should look out for. The response to my call was faster than I could have gotten an appointment with an optician and much more convenient as I didn't have to take time off work for it.
- Saved having to visit the GP
- Nobody available to see me in the timescale recommended by the assessing optician.
- Very quick and efficient, great care was taken throughout the process
- I knew nothing about the service but it all ran quickly and smoothly
- The professional could not prescribe a free charge prescription for a child. That was unfair as there was a lot of medication prescribed. I could not buy all because they were expensive. So I went back to GP to get a prescribed note to get the medication for free of charge, and for which the child was entitled.
- You were very helpful
- I was in pain and just wanted someone to look at my eye for me. In the past I have had to wait a long time to get help, so to start with I felt that I was just being pushed from pillar to post. I kept being told I would have to speak to someone else. Eventually between the cues and my GP I did get to talk to an optician.
- Optician speedily examined the eye and wrote a note for my G P
- The consultant was helpful.
- I think they need to have a face to face appointment
- Don't think the impersonal nature of a telephone consultation works well. Time to revert to person to person in my opinion.
- Still not sorted. Not easy to get help
- Good quick response time.
- lovely efficient people which got the problem sorted with a nice optician who gave me advice and also diagnosed a condition i did not know i have
- Did not know could not be seen at surgery which I visited
- Very helpful advice
- Because it was extremely difficult to get to speak with someone then I was told I was in between criteria but meant I couldn't be sent further through them just go to your opticians asap.... This took 9 days
- Called CUES, tried to convey my symptoms and the receptionist understood all the weird analogies I was giving. Received a call back within a few hours from a specialist who gave me a diagnosis and explained in detail the reasons for my symptoms.
- Easy process problem resolved
- Amazing service couldn't be beaten
- I was seen quickly and very efficiently
- I had to use the service twice before the infection cleared up.
- Everyone throughout the process was helpful, informative and efficient
- Lack of communication and Moorfields not working cohesively as a team. Have no idea what the status of my eye is or what steps to take next. Letter contained no useful information whatsoever, took 3-4 weeks to arrive in the post and no consultation following analysis of my eye scans has taken place.
- I was passed on to Bedford Moorfields by Specsavers optician the doctor at Moorfields said I should have been referred to the glaucoma department not him so not very satisfactory and not very helpful to me either.
- Helen the lady I see regularly is very good and sympathetic

- Was able to get advice over the phone straight away and seen by a Eyecare specialist quickly. Took a few hours for the initial assessment callback, but once this happened a plan was immediately put in place and an appointment made with an eye specialist.
- Still have the same problem as the ointment was a waste of time.
- Improvement of the condition was slow
- "As previously stated because the telephone screening process left me feeling like this was cost saving exercise and something serious could easily be missed, I opted to see a optician privately instead.
- In future I would going privately as a first line of action and not consider the Community Urgent Eyecare Service"
- Excellent service on the telephone , next day appointment with an optician who was thorough and explained problem
- 111 is shocking on most occasions. GPs are using it to deflect actual appointments
- Brilliant that I could speak to someone that could explain what had happened and elevate my concerns
- I was contacted within a couple of hours by a specialist and then referred back to my optician who saw me the following day.
- Easy to get through, phoned me straight back, was dealt with quickly
- Sending a picture on my phone isn't a appointment
- A quick, efficient service that allowed me to get advice without having to go to the doctor (initially).
- My issue was resolved almost immediately
- I have significant eye health history. I would have liked to have seen someone face to face. It is really difficult to get clear pictures of your own eye with a phone camera. I still have a lump and suspect if it had been treated by a minor procedure it would have disappeared by now
- Fast efficient service
- 1st referral lost so it took longer than hoped to be seen
- Given an appointment to see local optician within 48 hours
- It was good to be checked remotely and it did seem to clarify the problem
- It was a good experience which I would be willing to use again.
- The instructions were clear and explained well
- It was a very kind and understanding service that resulted in getting the treatment my son needed
- Would have preferred to see someone at the CUES
- I was satisfied with what i had been told to do and fairly pleased with the result
- My concerns were resolved. Excellent advice from consultant and reassured that I could call back if problems arose.
- I was advised by my gp and an optician that I needed to be seen the same day and CUES was aware of this but never happened
- Not used as yet though i need to asap
- The lady whom I spoke to was really nice, answered my questions and I felt calmer after receiving the advice.
- The lady on the phone was rude, dismissive and rushed the call
- I was worried and my problem was resolved promptly by talking to someone on the phone instead of going to GP or A&E which was a brilliant service!
- Getting to see my own doctors can be quite difficult to get an appointment. I didn't know at the time this would have been a problem as I needed to be seen quickly and the service got me that appointment and treatment sorted
- Easy to use and only a short wait for a consultation over the phone
- Very satisfied with both times I used the service. Helpful and through
- Felt like the service could have been faster and maybe out of hours service to avoid further discomfort
- Very quick response
- Excellent reassuring treatment
- Helpful and confident
- Not very helpful & patronising
- I needed someone to look at my eyes and assess their health. This was the same conclusion CUES came to, but instead of seeing me themselves or referring me, they told me I had to pay privately to see

someone. In the past I have been referred to the Moorfields unit at Bedford hospital and this was a great service. It is a shame I wasn't referred here.

- As I feel upset that my eyes keep changing
- 1 the woman should not be practising
- I needed to see someone face to face in order for the seriousness of my eye problem to be truly assessed. The lady I spoke to was very pleasant but she was not in a position to give an accurate judgement. If we had been in the same room she probably would have done
- Seen promptly. Thorough test given.
- Operator was very rude and sarcastic to me about my situation
- Fantastic service
- Quick and easy
- Very knowledgeable helpful staff who provided information about what to do if the condition continues
- The advice given wasn't explained thoroughly. It wasn't until I paid privately to see an optician that I received the correct information.
- The diagnosis I got was wrong so I ended up in A&E
- Good efficient service
- Simple process with good communication.
- They knew what I was going through and told me what I needed
- I couldn't get to see anyone immediately
- They gave me no help at all and what a waste of time.
- Didn't help at all
- I have tried to use the the service three times. Once was a conjunctival haemorrhage which was identified and was helpful and reassuring. For an infection in the corner of the eye lid, I got 2 conflicting interpretations and advice. The third time I was advised to go to an optician which was very helpful. Only the haemorrhage was in the eyeball the other problems were to do with the rim of the lower lid.
- They explained every step what was going on
- As I said-the adviser did not tell me why she was asking all the questions-some being quite inappropriate, in my opinion, as I did not have any idea what was wrong with my eye!
- I solve my problem quickly and sure
- I was treated quickly and professionally
- It was well done
- Initial advice unsuccessful
- Quick service in responding to me and given advice. The person I spoke to was helpful and knowledgeable but did come across as rude a couple of times but I appreciated the help regardless
- Quick and easy, staff were friendly and informative- great service
- Good advise
- Resolved my problem - gave clear advice in a prompt manner. The telephonist and clinician I spoke to were very good
- There was no eye care in mk at the time or I would certainly have used it
- Very friendly and helpful nurse (Denise Rose I think) gave me clear and sound advice which I have followed ever since
- Good telephone service even as first call made in the evening, someone rang me back and another person called me back early the following morning. I then had a call from an optician to see them straight away that morning which I did. Their service was excellent too!
- I was reassured by the professional I spoke to that my condition was normal and nothing untoward was happening again. I had a partially detached retina in 2020. No 10 as I really would have like to be seen by someone as it was a lump under my eye
- Refused access despite the military covenant
- "I have used the CUES service several times not just once and as result have had different advice referrals and experiences
- On the last occasion whilst initial contact was good and timely the follow up by optical specialist took longer "
- Fast efficient service

- Because they had no emergency appt with Specsavers for 3 days - I had vertical double vision which I would say shouldn't wait 3 days
- Felt in my particular circumstance referral to spec savers was inappropriate. However a few weeks later after having urgent procedure on my eye, I did call cue for advice who gave me very good advice in regards to eye lubrication to help my condition, which saved me going to specsavers.
- No score as have not sued it
- They are not interested. Not allowing face to face appointments. Just felt they didn't care!
- I am a CL wearer, but my problem was nit related to my cl's . But I was told because I wear cl's I have to go see opticians

Question 10: Is there anything else you would like to feedback about the CUES service?

Comments:

- They made me feel like I was wasting their time
- No. All good. Could not have been better
- The whole of the NHS is ruined
- They are the best, I know I can get help quickly when I need it.
- Not helpful
- I wish to see the optician because I still need to see it.
- Would t use bedford hospital ever again
- Very happy with the service I received. Thank you
- The people in the other end of the phone were polite. As the GP refuses to deal with eyes and I still have a problem which worries me, I'm not sure what to do next.
- Maybe have a tracking system to ensure referrals are done in time
- I was very grateful for the service being available
- Would be useful to be signposted to alternative services out of hours on the voicemail
- The system works very well, the call handlers and triagers were very helpful. The optom was very efficient.
- Keep up your great work for the community.
- No
- Great idea
- Sounds like a good service but the person who phoned me was dismissive and I felt that I was wasting his time.
- My experience of the CUES service on the occasion and the people I dealt with was in the best traditions of our health care service.
- Excellent
- Receptionist was so friendly and helpful
- No
- Do not send text messages after midnight
- I've never heard of CUES before, until I had an eye infection, had I'd known CUES would have been my first port of call it needs to be more widespread, so people know this service is available
- My NHS app told me to contact East Midlands Medical Services. I did this and they were clueless.
- This is eye and I don't believe its normal to give medicine from whatsapp photo...
- So grateful it was there to give the advice
- Not really now
- I will like to thank the CUES service for being there for urgent Eye Care
- No
- I will try to avoid these services
- No
- Long waiting time for the callback
- Please keep the service. It's excellent. I am a Gp in Herts and we don't have this service. I wish we did!!
- Not actually said it already very good

- An essential service for anyone who has eye issues.
- No
- Yes, tell the patient why you are making an options appointment when they should of been referred for an emergency eye operation
- No, it was very useful
- This is a much needed service, I hope it continues.
- I had tested positive for Covid at the time of the first call and I felt that nobody would see me because of this. As soon as I tested negative and records were updated, suddenly I could be seen. It seemed as if Covid equalled no care available which is ludicrous given suitable precautions could have been taken. The only option was go to a&e.
- No
- I want a call back
- i phoned the cues service the next day and got the same call handler and expressed my thanks to her and answered the survey at the time on the telephone a VERY GOOD SERVICE IN MY BOOK and please let the team know
- More publicity
- Have enough lines to manage the demand of calls
- Both the receptionist and specialist were kind, friendly, reassuring and knowledgeable. Thank you.
- No
- It is quicker than waiting to see GP
- No
- Fantastic equipment at Moorfields but let down badly by lack of attention and care. Feels like the equipment is wasted and focus needs to be on consulting and communicating with patient
- The system is to complicated if you need to see the correct consultant quickly
- Very helpful and much needed service. Was a really effective way to get the urgent Eyecare treatment needed promptly. I was really pleased with this service and would definitely would use this service again. I would recommend this service to others.
- "I would have preferred a face to face appointment.
- Even a follow-up would have been helpful. "
- No
- I was very happy with this service
- CUES was fine
- Happy
- Excellent service
- No
- This is the second time I have used CUES. I was not helped much that time either.
- N/a
- No
- Good service
- Great service and easy to use
- I didn't realise that this service was available so it's nice and reassuring to have a service that deals with eye issues
- Thanks for the advice
- If someone has an issue with their eyes please physically see them. It washeavily detrimental on my mental health. I was unable to do normal things and constantly sat with sunglasses on for over a month. I couldn't work or anything.
- Need to contact the eye service when possible
- No. It was very good experience overall
- I am still suffering
- The advice was good and the lady friendly and reassuring.
- Keep up the good work.
- I hope it continues

- With eye health I feel it is important to be seen in person. Over the phone works for some health conditions or problems. But I don't see how it can work here.
- No for people to listen
- Yes, happy to discuss and prothe whole story
- Being sent to the service delayed me receiving the necessary medication which I received at the hospital. It seemed that it was an extra layer to go through
- I would like to be checked by doctor
- At least have the manners to listen to me and not contradict everything I say and show me some curtesy as a human being.
- Don't change anything perfect servicr
- No
- Extra services should be given to overstretchd eye clinics in hospitals.
- Excellent service
- The staff were friendly but the service could of been better.
- I won't use it again I will just go to A&E straight away
- Pity GP would not out there recommendations on prescription for me
- If I have any problems in the future I will try to make an appointment with an optician
- Perhaps a bit more empathy-more training with actual people might help!
- No
- Maybe FaceTime could be added as opposed to photos
- No
- Referred to gp for prescription which was unavailable from several chemists.
- Pleasant staff
- We plan on raising awareness of this service in our Patient Participation Group (Doctors Surgery) newsletter. Good service for patients.
- Please continue to offer care in mk
- Keep going!!!
- Unlike the similar 111 service for general health advice/problems I didn't know that your particular service for eyes existed.
- See above - the service is great but surely some conditions needs to be seen. My lump had already been misdiagnosed as blepharitis by a surgery nurse hence me approaching this services when no improvement occurred.
- It can be very difficult to identify if the problem is within the remit of CUES or felt to be outside their scope and more likely to require GP or Secondary care
- Needs more Comms so public aware before speaking to GP
- Thank you for all the hard work you do looking after people.
- Never heard of it NHS111 GP referred me to L&D but they would not see me as GP is Edlesborough, in a Bucks PCN, so had to go to Stoke Mandeville
- "Extremely poor
- Run by people who obviously are just there to make money from the NHS. No empathy or patient care shown. "