

# PAEDIATRIC EYE ADVICE & GUIDANCE SERVICE

## INFORMATION FOR REFERRERS



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### WHAT IS IT?

A service (piloting for 3-6 months) for referrers (GPs, UCC, optometrists etc) to **liaise with our dedicated paediatric ophthalmology consultants** and seek advice on management, follow up and referral-support for children with eye problems.



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### HOW DOES IT WORK?

The screenshot shows the 'NHS e-Referral Service' interface. In the 'Request type' section, the 'Advice' option is selected and highlighted with a red box. In the 'Specialty' dropdown, the 'Select an option' placeholder is highlighted with a red box. The 'Service Name' field is also highlighted with a red box.

#### Select Specialty:

##### Children's & Adolescent Services:

- **Ophthal** - Not Otherwise Specified
- **Ophthal** - Orthoptics
- **Ophthal** - Strabismus / Ocular Motility

#### Service Name:

Moorfields Paediatric ADVICE & GUIDANCE ONLY	City Road
Moorfields Paediatric ADVICE & GUIDANCE ONLY	Ealing
Moorfields Paediatric ADVICE & GUIDANCE ONLY	Northwick Park
Moorfields Paediatric ADVICE & GUIDANCE ONLY	Potters Bar
Moorfields Paediatric ADVICE & GUIDANCE ONLY	St Ann's
Moorfields Paediatric ADVICE & GUIDANCE ONLY	Stratford
Moorfields Paediatric ADVICE & GUIDANCE ONLY George's and Croydon)	SWL (covering St

- Send your query via **ERS**
- Select "**Advice**" when searching for service
- Select most appropriate **(local) A&G** service
- Receive response in **2** working days

PLEASE NOTE - THIS SERVICE IS FOR **ADVICE ONLY** - IF REFERRAL IS RECOMMENDED, IT IS THE GP RESPONSIBILITY TO CREATE THE REFERRAL

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### SUITABLE QUERIES



#### Children <16y:

- **Refractive Error** Concerns
- **Strabismus** and **Amblyopia**
- **Mild** vision changes
- **Anterior Segment** Conditions
- Suspected or Early **Keratoconus**
- Nasolacrimal Duct Obstruction (**NLDO**)
- **Chalazion** and Other Eyelid Lesions
- Incidental **Retinal** Findings
- Nystagmus
- **Stable** or **Well-Controlled** Conditions

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### UNSUITABLE QUERIES



- Children >16y & adults
- Suspected **cancers**
- Acute **infections**
- Acute **diplopia**
- **Trauma**
- **Surgical** problems
- Neuro-ophthalmic **emergencies**

Follow **local referral pathways** for complex/surgical conditions and follow local emergency pathways for sight- or life-threatening conditions **requiring same day hospital care**

# PAEDIATRIC EYE ADVICE & GUIDANCE SERVICE

## INFORMATION FOR REFERRERS

PAGS =  
PAEDIATRIC ADVICE-AND-GUIDANCE  
SERVICE

START

REFERRER EMAILS QUERY TO PAGS

- ERS REQUEST TYPE = ADVICE
- SERVICE = MOORFIELDS PAEDIATRIC ADVICE AND GUIDANCE - [ LOCAL UNIT ]
- SPECIALTY = CHILD & ADOLESCENT SERVICES

PAGS TEAM REVIEW QUERY & ALLOCATE OUTCOME

1. ADVICE ON COMMUNITY MANAGEMENT OR
2. REQUIRES REFERRAL TO HOSPITAL OR A&E OR
3. MORE INFORMATION NEEDED TO MAKE A DECISION

EXPECT A RESPONSE WITHIN 2 WORKING DAYS

MORE INFO  
NEEDED?

YES

EMAIL REFERRER

PAGS TEAM REQUESTING  
INFORMATION AND AWAITS  
RESPONSE

NO

YES

INFO  
PROVIDED?

NO

QUERY CLOSED

IF NO RESPONSE TO PROVIDE  
INFORMATION AFTER MULTIPLE  
PROMPTS

NEED FOR  
REFERRAL?

NO

NO

CHILD NEEDS  
EMERGENCY  
CARE?

YES

REFERRAL

THE PAGS TEAM WILL ADVISE  
THE REFERRER ON THE TYPE OF  
CLINIC AND URGENCY TO REFER  
THE PATIENT TO

PATIENT NEEDS A&E

PAGS TEAM CONTACTS  
REFERRER TO ENSURE THE  
PATIENT IS REDIRECTED TO A&E  
THE SAME DAY

ADVICE

PAGS TEAM EMAILS  
REFERRER, OUTLINING ADVICE  
ON PATIENT MANAGEMENT

LETTER TO PATIENT

PAGS TEAM WRITE TO PATIENT  
INFORMING THEM OF REVIEW  
AND OUTCOME

END