

# PAEDIATRIC EYE ADVICE & GUIDANCE SERVICE

## INFORMATION FOR REFERRERS



# 1

### 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.



# 2

### HOW DOES IT WORK?

The screenshot shows the NHS e-Referral Service (ERS) interface. It includes a search bar, a 'Request type' section with 'Referral' and 'Advice' options (where 'Advice' is selected), a 'Priority' section with 'Routine', 'Urgent', and '2-week wait' options, and a 'Step 2: Select service details' section with a 'Specialty' dropdown menu (where 'Select an option' is chosen) and a 'Named clinician' field.

#### 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	SWL (covering St George's and Croydon)

- 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

# 3

### SUITABLE QUERIES

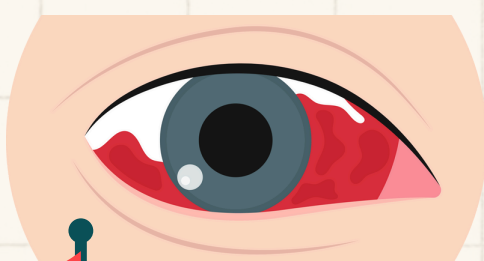
#### Children <16y:

- **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



# 4

### 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 AWAIT  
RESPONSE*

**INFO  
PROVIDED?**

**YES**

**NO**

**NO**

### QUERY CLOSED

*IF NO RESPONSE TO PROVIDE  
INFORMATION AFTER MULTIPLE  
PROMPTS*

**NEED FOR  
REFERRAL?**

**YES**

**NO**

**CHILD NEEDS  
EMERGENCY  
CARE?**

**NO**

**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 DAT*

### 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**