



Vale of York
Clinical Commissioning Group

Covid 19 - Closure of the Patient Choice Office function.

Following Government Advice and to protect the health of our employees I am contacting you to inform you that the Patient Choice Office will be closed from Wednesday 25th March 2020 until further notice and will be unable to accept any routine referrals from Opticians, including those for cataracts. We regret that our staff are unable to provide a Choice Office service by home working, but I am sure that you appreciate that the decision to close the service is in everyone's best interests.

Urgent referrals can still be sent via the patient's GP and very urgent directed to the hospital as per the usual process. We suggest you ask patients to contact you when the coronavirus pandemic is over to discuss being referred then. We will let you know when the hospital is able to accept routine referrals again. We would not advocate opticians or GP practices holding lists of patients who need to be re-referred. This restriction also applies to all cataract referrals. Patients should be advised to ring yourselves in the first instance or their GP practice if their eye condition worsens for advice.

We will contact you once we are able to provide a service again.

Thank you for your understanding at this time.

Kind regards

Allyson Kershaw

Referral Support Service Senior Manager

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