



Referring Optoms should advise patients to contact the Referral Support Service (Choice Office) 5 working days after their Community Ophthalmology appointment. It is likely they will be contacted before this point via the below process

Referral Support Service 0300 303 0060 hnyicb-voy.choice@nhs.net

RSS to contact patient by telephone (both landline and mobile if provided) to arrange secondary care Ophthalmology outpatient appointment

Unsuccessful telephone contact attempt made:

1. Unable to contact patient by telephone

- Mobile number provided
- Send text message prompt using standard template
- Record all contact attempts via events tab on Gateway (telephone call and text message)

2. Referrals are monitored over a rolling 24-hour period

If patient has not responded within 24 hours of the text message being sent, the following letters are distributed:

Cataract SPOA: 'Cue to Call'

General Ophthalmology: e-Referral Service Choice letter

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General Ophthalmology: *e-Referral Service Choice letter*