

**Standard Operating Procedure**

**Title Referrals into King’s Rapid Eye Service at Denmark Hill**

**Department Ophthalmology**

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IT IS THE RESPONSIBILITY OF ALL USERS OF THIS SOP TO ENSURE THAT THE CORRECT VERSION IS BEING USED. If you are reading this in printed form check that the version number and date below is the most recent one.

**SOP Summary**

This SOP covers the process for referring patients into the Kings Rapid Eye Service in the Ophthalmology department at Denmark Hill. Ophthalmology no longer accept walk-in patients: all patients must have a booked appointment which will be made once a referral is received and triaged.

# Introduction

This SOP applies to anyone who identifies an eye condition which requires urgent review (within two weeks) – including Emergency Department, optometrists, hospital doctors and local GPs.

# Scope

The SOP is designed to outline the process of making a referral into Kings Rapid Eye Service.

# Processes

Process for A&E referral

1. Patient reviewed in the emergency department and deemed to require ophthalmological review within 2 weeks
2. A&E clinician fills out the KRESS referral form found on EPR and the clinical assessment proforma also on EPR
3. The KRESS referral form is automatically sent to [kch-tr.earlyreferralservice@nhs.net](mailto:kch-tr.earlyreferralservice@nhs.net)
4. The referral is processed and triaged by a senior clinician within the Ophthalmology team (within 24 hours Mon-Fri)
5. Patient appointment made by the ophthalmology admin team (within 2 weeks)
6. Ophthalmology department contacts the patient with appointment details
7. For any clinical queries, please contact KRESS on 020 3299 9000 ext 35465

Process for GP/Optician referral

1. Patient reviewed by the GP/optician and deemed to require ophthalmological review within 2 weeks
2. GP/optician fills out the KRESS referral form
3. GP/optician sends referral via email to [kch-tr.earlyreferralservice@nhs.net](mailto:kch-tr.earlyreferralservice@nhs.net)
4. Referral processed and triaged by a senior clinician within Ophthalmology (within 24 hours Mon-Fri)
5. Patient appointment made by ophthalmology administrative team (within 2 weeks)
6. Ophthalmology team contacts the patient with appointment details
7. For any clinical queries, please contact KRESS on 020 3299 9000 ext 35465

Process for ward referral

1. Patient reviewed on one of the wards and deemed to require urgent ophthalmological review
2. Ward clinician fills out EPR inpatient referral form
3. The EPR inpatient referral form is automatically sent by email to [ophthalmology.referrals@nhs.net](mailto:ophthalmology.referrals@nhs.net)
4. The referrals is reviewed by the 2nd on call ophthalmology doctor after 5pm on the same day.
5. If the 2nd on call would like to refer the patient to be seen in KRESS within 2 weeks, the 2nd on call fills out the KRESS referral form.
6. The 2nd on call sends referral via email to [kch-tr.earlyreferralservice@nhs.net](mailto:kch-tr.earlyreferralservice@nhs.net)
7. Referral processed and triaged by a senior clinician within Ophthalmology (within 24 hours Mon-Fri)
8. Patient appointment made by ophthalmology administrative team (within 2 weeks)
9. Ophthalmology team contact the ward with appointment details
10. For any clinical queries or when the ward patient needs to be seen before 5pm the same day, please contact KRESS on 020 3299 9000 ext 35465.
11. **Approval**

The SOP has been agreed by

1. **Dissemination and Implementation**

The SOP will be sent to leads for each group the procedure is addressed to.

1. Review and Revision arrangements

This document will be reviewed annually by the KRESS Lead.

1. Document Control and Archiving

The current and approved version of this document can be found on the Trust’s intranet site on the Clinical Guidelines page. Should this not be the case, please contact the SOP owner / author.

1. Monitoring compliance with this SOP

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| Monitoring requirement | Monitoring frequency | Monitoring lead | Monitoring reported to |
| Audit of patients attending rapid access, source of referral and referral quality | Annually | KRESS Lead | Planned care Division |