



Minor Eye Problems?

Red Eyes? Flashes or floaters?
Any other problems?

**NHS appointments available at local optical practices
for North West London GP patients**

Find a participating practice at primaryeyecare.co.uk

Commissioned by North West London ICB

Service provided by
Primary Eyecare Services

Primary
eyecare

What is a Minor Eye Conditions Service (MECS)?

Symptoms that can be seen under the service include:

- Red eye or eyelids
- Dry eye, or gritty and uncomfortable eyes
- Irritation and inflammation of the eye
- Significant recent sticky discharge from the eye or watery eye
- Recently occurring flashes or floaters
- In-growing eyelashes
- Recent and sudden loss of vision
- Foreign body in the eye

If you have very minor symptoms you may be advised to self care or seek support from your local pharmacy first.

Please note, this is not a sight test.

Also, if you have a major eye condition that is being regularly monitored by your optometrist or hospital eye service, this will not be covered by this service; for example, cataracts, diabetic retinopathy or glaucoma.



Where should I go?

A face-to-face appointment will normally be required, please telephone your local participating optical practice, you can find this [here](#), first as this is not a walk-in service. Appointments are available during normal working hours and some practices offer appointments in the evenings and at weekends. Not all practices have an optometrist available every day, but if they don't, they will be able to find you an alternative appointment nearby.

Who is this service for?

If you are registered with a local GP in the North West London area, this service is available for patients aged 18 years and older.

How do I book an appointment with the service?

To make an appointment, call one of the participating optical practices. A local participating practice can be found online at: **primaryeyecare.co.uk/find-a-practice**

You will be asked some questions about your symptoms in order to assess how quickly you need to be seen by the service, which will be within 24hrs in urgent cases and within a few days for non-urgent cases.

You maybe be contacted by a clinician to discuss your symptoms further either via phone or video call first.

Please take your glasses and a list of your current medication with you to the appointment. The optometrist may put drops in your eyes to enlarge your pupils in order to get a better view inside your eyes. You should not drive until the effects of these drops have worn off, which may take a few hours.

If your condition is more serious, the optometrist will book you an urgent appointment at a hospital eye clinic.

If you need a routine appointment with a hospital, the optometrist will organise this for you.

You may also be advised to make an appointment with your GP if your eye condition is in relation to your general health.

Participating practice

For a full list of optical practices please go to primaryeyecare.co.uk/find-a-practice/

For more information go to primaryeyecare.co.uk



Concerns, complaints and compliments

If you have a concern, complaint or compliment about the service you have received, please contact the optical practice directly in the first instance. If you are unable to resolve your complaint with the optical practice, please contact Primary Eyecare Services via email at: info@primaryeyecare.co.uk

The service provider will use any feedback received to evaluate the service and make improvements if necessary. Your information will be held confidentially and not shared with a third party without your prior permission.

