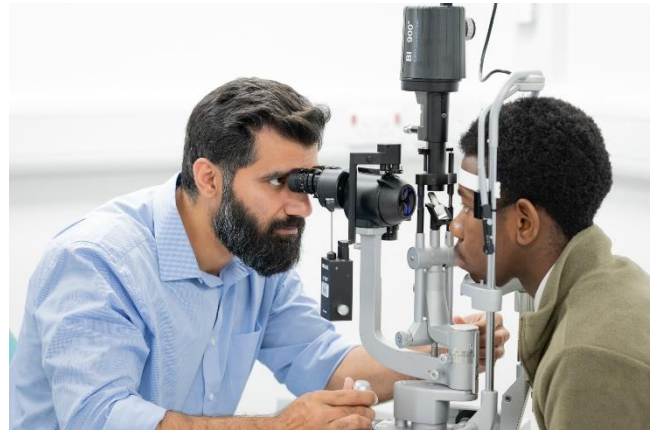


New referral process for cataract surgery patients



This leaflet contains important information about your referral for cataract surgery

What has changed?

A cataract is usually detected during a routine sight test.

Your optometrist will complete an assessment and discuss whether you are ready to be referred for surgery.

Previously, you and your optometrist would talk about the options of where you can have surgery.

In West Yorkshire, we now have a new system where your optometrist will send your referral into a **single point of access for cataract referrals**. You will then be contacted to choose where you want to go.



How will I be contacted?

The **West Yorkshire Single Point of Access** is delivered through a software called **EyeV**.

EyeV will **contact you via text message** to confirm your cataract referral has been received. You may also be offered the option to complete this process via an online form if you prefer.

You will be asked a series of questions to help decide which cataract service providers are best placed to offer your surgery.

You will then be sent a link to a website which will show you choices of surgery provider, together with waiting times, distance from your home postcode, Care Quality Commission rating and NHS patient satisfaction score.

This may help you make a more informed decision about where you would like to go for your cataract surgery.

If you are unable to interact via text message or find this difficult, you will be contacted by telephone after 48 hours instead.

The automated call will take you through the same questions and information as the text message or form.

If you are unable to, or do not interact by text or telephone call, EyeV will send you a letter with a website link and information about a national telephone number you can call to speak to a person who will help you choose your cataract provider.

EyeV can also update you as to where your referral is in the system via text message.

I am struggling to use the system

There is a phone number you can call if you need further help understanding how to use this system, or you are finding it hard to use.

Call 0113 519 0084 if you need help with EyeV to choose your cataract surgery provider

