

To whom it may concern

St Mary's NHS Treatment Centre

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Thursday 1st February 2018

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Dear all

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www.stmarystreatmentcentre.nhs.uk

Subject: Care Uk Cataract Service – post operative care

Care UK would like to confirm the following:

Patient triggered follow ups was a scheme we were wanting to trial over a year ago but following concerns raised by clinicians and in line with ophthalmology guidance, the scheme was not progressed so the below is now correct.

1. Patients who have complications in surgery will be seen for follow up in the timescale requested by the surgeon – this could be 24 hours
2. Patients who present with problems either at post op 24 hour phone call or by calling us will be seen as soon as possible.
3. Patients who fall into neither category will have a routine 5-6 week follow up in accordance with clinical guidelines.

Therefore, all patients who have had a cataract procedure with Care UK will be offered a follow up consultation within 6 weeks of their procedure.

If there are any queries, please could these be addressed to the following nhs.net account; we aim to respond within 3 working days.

Tal.enquiriesportsmouth@nhs.net

Yours sincerely,



Shirley Welch

Days Surgery/Outpatient Operational manager

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