

# Minor Eye Problems?



**If you have a recent problem with your eyes - such as sore eyes, red eyes or visual disturbance - you can be assessed and treated by our local Minor Eye Conditions Service.**

**This is a free NHS service available within several local Optometry practices. The service is free for the conditions listed in this leaflet.**

# What is a Minor Eye Conditions Service (MECS)?

Conditions that can be seen under the service include?

- \*Acute red eyes.
- \*Acute irritated or inflamed eyes.
- Sticky discharge or \*acute watery eyes.
- In-growing eyelashes.
- Foreign bodies in the eye - urgent conditions will be redirected to A&E if treatment is required in under 24 hours.
- Recently occurring flashes or floaters.

\*An acute condition is one with a sudden onset. If you have had the condition for many weeks and months it is called a chronic condition and you should discuss this with your regular Optometrist or GP, in the first instance.

**Please note that this is not a sight test.**

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

## Where should I go?

You will need to contact one of the registered optometry practices (opticians) offering the Minor Eye Conditions Service to make an appointment - be sure to say that you want an appointment with the MEC Service. Appointments are available during normal working hours with some practices also offering appointments at weekends.

Not all the registered practices have an optometrist available every day, if they don't have appointments on a suitable day, they will direct you to another nearby registered optometry practice.

## Who is this service for?

This 'non-emergency' service is available FREE to anyone over the age of 16 years, registered with a local Cambridgeshire and Peterborough GP.

## How do I book an appointment with the service?

To make an appointment, call one of the opticians listed on Minor Eye Conditions Service section of our website.

Visit: [www.cambridgeshireandpeterboroughccg.nhs.uk/your-health-and-services/other-local-services/minor-eye-conditions-service/](http://www.cambridgeshireandpeterboroughccg.nhs.uk/your-health-and-services/other-local-services/minor-eye-conditions-service/)

You will be asked some questions about your symptoms in order to assess how quickly you need to be seen by the service. You will be seen within one week.

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 either direct you to A&E if your symptoms are urgent or send a referral to the hospital eye clinic if your examination warrants this.

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

If you are not entitled to free NHS prescriptions you may be charged for any medication you require.

Please discuss your options with the Optometrist.

## Concerned about this service?

If you feel dissatisfied with this service and you wish to make a complaint please contact:

**Primary Eyecare (Cambridgeshire) Ltd**  
42 Chesterton Road,  
Cambridge CB4 1EN

Telephone: 03303 033334