



Dear Colleague

**COMMUNITY EYECARE:**

- **'EYES' WEBSITE CHANGES**
- **COMMUNITY GLAUCOMA SERVICE PATIENT RISK STRATIFICATION GUIDANCE**
- **NHS LOW INCOME SCHEME ONLINE APPLICATION TRIAL**

**Summary**

1. This letter advises on:
  - a change in the domain name of the 'Eyes' website, to <https://www.eyes.nhs.scot>;
  - the decommissioning of the 'Community Eye Care' website and associated apps, and the migration of relevant clinical guidance content to the 'Eyes' website;
  - the publication of guidance to support the risk stratification and safe discharge of patients into the Community Glaucoma Service (CGS);
  - a trial enabling some people to apply online for the NHS Low Income Scheme.

**Action**

2. NHS Boards are asked to immediately copy and issue the Memorandum to this letter to all:
  - optometrists, ophthalmic medical practitioners and body corporates on their Ophthalmic Lists;
  - community optometry practices and dispensing only practices in their NHS Board area;
  - Hospital Eye Service (HES) manager(s) in their NHS Board, for onward distribution to relevant HES colleagues for the purposes of advising them about the published guidance supporting the risk stratification and safe discharge of patients into the CGS, and the trial enabling some people to apply online for the NHS Low Income Scheme.

Yours sincerely,

**Tom Ferris**

**Deputy Director**  
**Dentistry, Optometry and Community Hearing Division**

29 April 2024

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**Addresses**

For action  
Chief Executives, NHS Boards

For information  
Chief Executive,  
NHS National Services  
Scotland

NHS Board Optometric  
Advisers

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**Enquiries to:**

[nss.comeyecareguidelinegroup@nhs.scot](mailto:nss.comeyecareguidelinegroup@nhs.scot) (for queries relating to the [Eyecare Guidelines](#) area of the 'Eyes' website)

[eyecare@gov.scot](mailto:eyecare@gov.scot)  
(for any other queries)

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**MEMORANDUM TO NHS:  
PCA(O)2024(02)**

**Summary**

1. This Memorandum advises on the following:

- a change in the domain name of the 'Eyes' website, to <https://www.eyes.nhs.scot>;
- the decommissioning of the 'Community Eye Care' website and associated apps, and the migration of relevant clinical guidance content to the 'Eyes' website;
- the publication of guidance to support the risk stratification and safe discharge of patients into the Community Glaucoma Service (CGS);
- a trial enabling some people to apply online for the NHS Low Income Scheme.

**'Eyes' website – change in domain name**

2. Practitioners are asked to note that, for security and technical support reasons, the domain name for the 'Eyes' website has changed to <https://www.eyes.nhs.scot>, and should therefore use the new website domain with immediate effect.
3. Accessing the old website domain will automatically redirect the user to the new website domain.

**Decommissioning of 'Community Eye Care' website and apps, and migration of clinical guidance content to 'Eyes' website**

4. Practitioners are asked to note that the 'Community Eye Care' website (<https://communityeyecare.scot.nhs.uk>), and the associated Apple and Android device apps, have been decommissioned.
5. The guidance for each relevant clinical condition has been migrated over to a new dedicated 'Eyecare Guidelines' area on the 'Eyes' website at: <https://www.eyes.nhs.scot/eyecare-guidelines>.
6. Accessing the former 'Community Eye Care' website will automatically redirect the user to the new content area on the 'Eyes' website.
7. This clinical condition guidance is intended to be used by ophthalmic professionals working in Scotland (in particular community optometrists) as a reference source for education and clinical decision support.

8. The guidelines on the 'Eyes' website were originally adapted from the College of Optometrists' Clinical Management Guidelines (CMGs), to incorporate pragmatic experience gained from NHS Grampian's Eye Health Network. However, this content is currently under review. The most up-to-date versions of the College of Optometrists' CMGs can be accessed at: <https://www.college-optometrists.org/clinical-guidance/clinical-management-guidelines>.
9. Practitioners referring to the Eyecare Guidelines on the 'Eyes' website are asked to carefully read the 'Introduction and Disclaimer' information on the [main webpage](#), and note in particular that some of the clinical guidelines have not been updated for several years and therefore should be considered with caution.
10. Practitioner Services at NHS National Services Scotland have taken on lead responsibility for the ownership and future review of this content, and further information on this will be provided in due course. In the meantime, if practitioners have any queries about this guidance they should email Practitioner Services at: [nss.comeyecareguidelinegroup@nhs.scot](mailto:nss.comeyecareguidelinegroup@nhs.scot).
11. Practitioners are asked to immediately remove any Apple and Android versions of the 'Community Eye Care' app that they may still have stored on relevant devices, to avoid the risk of referencing out of date content.

### **Guidance to support the risk stratification and safe discharge of patients to the CGS**

12. The CGS Clinical Governance Group has recently published a guidance document which supports the risk stratification and safe discharge of patients into the CGS: <https://www.eyes.nhs.scot/for-professionals/community-glaucoma-service/clinical-governance/>.
13. The guidance lays out recommendations for where glaucoma and ocular hypertensive patients could receive their care. It is not an exhaustive list, and there may be instances where a patient falls within the categories detailed but is not suitable for the service highlighted. This document is intended to be a guidance tool and should not be used to replace professional judgement.
14. Clinical staff within the Hospital Eye Service (particularly those with responsibility for determining whether a patient is suitable for the CGS) and Accredited Clinicians / Assisting Accredited Clinicians are therefore requested to note and make use of this document.

### **NHS Low Income Scheme – trial of online application option for some people**

15. Practitioners are asked to note that the NHS Business Services Authority (BSA) are trialling a new service where some people can apply online for the NHS Low Income Scheme.

16. Further information on this trial, including which groups of people it applies to, can be found on the NHS BSA website at: <https://www.nhsbsa.nhs.uk/nhs-low-income-scheme>.

### **Enquiries**

17. Any queries relating to the Eyecare Guidelines area of the eyes.nhs.scot website should be emailed to Practitioner Services at: [nss.comeyecareguidelinegroup@nhs.scot](mailto:nss.comeyecareguidelinegroup@nhs.scot)

18. Any other queries about this Memorandum should be emailed to the Scottish Government at: [eyecare@gov.scot](mailto:eyecare@gov.scot).

**Dentistry, Optometry and Community Hearing Division**  
**Directorate for Primary Care**  
**Scottish Government**