

You've been diagnosed with cataracts and referred for treatment

What happens
next?



Hertfordshire
Patients



The NHS Referral Management Services is designed to help you choose your preferred cataract surgery provider after your optometrist has referred you for treatment.

Your referral will be directed to the most appropriate care setting where you can choose where you have your treatment.

To begin your cataract care journey, follow these simple steps:

1

You'll receive a booking link to the Patient Choice Portal along with your reference number and access code, via your preferred contact method: an SMS text message, email or letter.

If you use the NHS App, you may instead receive this information as a notification on the app from EyeV Limited.

2

To access your Patient Choice Portal, follow the link, enter your reference number and access code, and click 'Find my referral'. You will then have an option to choose between 5 of your most local providers.

If you wish to choose a provider outside of the list shown, you can call NHS e-Referral Service line on 0345 608 8888 to discuss your choice of provider.

3

Once you've confirmed your choice, your chosen provider will contact you to arrange the date and time of your appointment.



You have a legal right to choose any qualified NHS provider for your cataract surgery.

Your patient choice communication will be sent using your preferred contact method.

When you receive your patient choice communication, you must respond to it or your referral will not be processed.



Understanding your choices

If more than one provider is available, you can choose where you receive treatment. When making your decision, you may wish to consider factors such as:

How might my eyesight change after cataract surgery?

Take a look at the visual outcomes for each provider which should be published on their websites.

What has the experience been like for other patients?

Reviews on platforms such as Trustpilot and patient feedback can provide useful insight about where you choose to have your care.

How do I know I'll be receiving trusted, high-quality treatment?

Hospitals in England are independently assessed by the Care Quality Commission. Check ratings to assess the quality of care.

Is the location and accessibility convenient for me?

Assess whether providers offer parking or a free transport service, and how quickly they can get you in for an appointment.



How can we help you?

Giving you quick, local access to NHS care.

SpaMedica provides NHS ophthalmology services at over 60 locations across the UK. Referred patients will be supported throughout their care journey, from assessment and treatment through to follow-up appointments.



If you are diagnosed with Wet Age-Related Macular Degeneration (AMD), the same process applies, but you must respond to the communication sent to you within 48 hours or a provider will be automatically allocated.

Scan the QR code or visit our website to find out more about SpaMedica



spamedica.co.uk

We follow strict data protection laws (GDPR) and meet NHS standards. Rated and regulated by the Care Quality Commission (CQC).

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