

You've been diagnosed with cataracts and referred for surgery

What happens next?



North Yorkshire &
Humber Patients



The NHS Referral Support Service (RSS) is designed to help you choose your preferred cataract surgery provider after your optometrist has referred you for treatment.

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

1

Once your optometrist has referred you for treatment, the **Referral Support Service** will contact you by telephone, landline or mobile if provided, to complete your choice conversation.

During this call, you'll have the opportunity to choose from a selection of suitable, local providers for your care.

If you would like to contact the Referral Support Service before they call you, or if you have not received a call from them, please call 0300 303 0060.

2

If the Referral Support Service is unable to reach you by phone, they will try another way to get in touch.

You will first receive a text message asking you to respond. If you do not reply within 24 hours, a letter will be sent explaining the next steps. If you have not provided a mobile number, the information will be sent by post instead.

3

Once you have confirmed your provider of choice, they will contact you by phone or post to arrange your appointment.



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

Your choice conversation ensures you're offered suitable, local providers for your cataract surgery.

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.

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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