

Patient information – Moorfields at St George's

Attending Moorfields at St George's Urgent Care Clinic (UCC)

Welcome to Moorfields Urgent Care Clinic (UCC) at St. George's Hospital. This leaflet aims to give you some information about our UCC, with an explanation of how you will be assessed and what to expect during your visit.

Upon arrival to UCC

You will be directed to the UCC reception desk to register your details. You will then be asked to sit in the waiting area where you will be called to see a nurse (triage) for an initial assessment, which helps us determine how urgent your eye problem is and if it is vital for you to be seen today at the clinic.

If your local eye unit is one of the on-call hospitals (St Helier's Hospital, Kingston Hospital, Croydon University Hospital) it may be more appropriate for you to be seen locally. Please inform the receptionist or nurse and they will try to help facilitate this.

If, after triage your **condition is classified as non-urgent**, you may not

need to be seen today but one of the following options will apply:

1. You will be given or sent an appointment in our Primary Care Clinic (PCC) which is in the same outpatient department or to one of our specialist services. Our PCC treats patients with less urgent or more chronic eye problems.
2. You will be advised to see your GP or optometrist who can help treat your condition.
3. Your GP or optometrist can refer you to your local eye clinic.

If, after triage your **condition is classified as urgent**, the nurse will carry out a further assessment, after which a decision will be made as to which member of the team will treat you. You will then need to remain in the waiting area until you are called.

Please be assured that we do try to see all our patients in a timely manner and we appreciate your patience and understanding on this while waiting for



treatment. Please do not worry about the order in which other patients are called, as we see patients according to clinical priority, not necessarily by their time of arrival.

Please note that our clinic is a single specialty eye hospital and we can only treat eye problems. If you have a general health problem, you should attend St. Georges A&E department or your local general A&E department, or contact your GP.

Please take note of the following:

- There is limited seating space in the area and so if you are accompanied by more than one person, please be considerate to other patients.
- Priority will be given to children and patients who are generally unwell.
- Priority will be given to patients with potentially infectious eye conditions.
- If you are experiencing any pain, please tell the triage nurse or doctor who can give you pain relief.
- If you start feeling unwell while you are waiting, please tell a member of staff, who will ensure that you are assessed by our nursing or medical team and given the appropriate care.
- If you have any questions, please do not hesitate to approach any of our staff – we are always happy to help.

Facilities available during your visit

Pharmacy

Please take your prescription to the Moorfields pharmacy department. Our reception staff can guide you to the pharmacy which is next to our UCC clinic on the left side of the corridor towards the ENT clinic. The pharmacy is open Monday to Friday, 9am–6pm, and on Saturday, 9am– 5pm.

Refreshments

A water fountain is available in our clinic waiting area and there are a variety of facilities available in the main entrance of the hospital, where you can buy refreshments and reading materials. There is also a vending machine on the ground floor which you can access out of hours.

Toilets

There are toilet facilities available within the department. Please ask a member of staff if you require any assistance.

Parking

Parking is available opposite the St. George’s accident and emergency (A&E) department.

Author: Reymar Apostol, emergency nurse practitioner
Revision number: 2
Approval date: June 2023
Review date: June 2026





Moorfields Eye Hospital NHS Foundation Trust at St. Georges
Blackshaw Road,
SW17 0QT
Phone: 020 8266 6115
www.moorfields.nhs.uk

Eye Clinic Liaison Officer (ECLO)
The ECLO at Moorfields' St. George's provides confidential advice and support to patients living with sight loss.
Phone: 020 8543 4989

Moorfields Direct telephone helpline
Phone: 020 7566 2345
Monday-Friday, 8.30am-9pm
Saturday, 9am-5pm
Information and advice on eye conditions and treatments from experienced ophthalmic-trained nurses.

Patient advice and liaison service (PALS)
Phone: 020 7566 2324 or 020 7566 2325
Email: moorfields.pals@nhs.net
Opening hours: Monday to Friday, except bank holidays
Moorfields' PALS team provides confidential advice and support to help you with any concerns you may have about the care we provide, guiding you through the different services available at Moorfields. The PALS team can also advise you on how to make a complaint.

Your right to treatment within 18 weeks
Under the NHS constitution, all patients have the right to begin consultant-led treatment within 18 weeks of being

referred by their GP. Moorfields is committed to fulfilling this right. For more information about your rights and responsibilities, please visit the Moorfields website and search 'Referrals to treatment (RTT)'. To learn more about your rights under the NHS constitution, visit www.nhs.uk/choiceinthenhs

