

Patient information

Urgent care clinic

What is the urgent care clinic?

The clinic has been specially designed to offer care for patients who have urgent conditions, but who do not need to be immediately seen in A&E.

The clinic is run by ophthalmologists and specialist optometrists and has been set up to improve patient experience.

What will happen at my appointment?

You will be examined firstly by a technician, and then by an ophthalmologist or specialist optometrist, who will perform the necessary tests, for example vision tests, to investigate your symptoms.

Your appointment will take place at the urgent care clinic on Cayton Street, near the A&E entrance at Moorfields Eye Hospital, City Road on the opposite side. Please see your appointment letter for further details.

We aim to complete all your tests within three hours. Once all of the tests are finished, the results will be discussed with you and a decision about your treatment will be made.

Following your appointment at the urgent care clinic, you will either be discharged, or referred to a specialist clinic at the hospital for further investigation and management as appropriate. Your GP will be notified of the outcome. You should continue to see your own local optometrist every one to two years for routine eye health checks.

Should I bring someone with me to my appointment?

During your appointment, we may use eye drops that cause your vision to become blurred for a couple of hours. During this time, we advise that you do not drive home from your appointment. You may wish to bring someone with you on the day to assist you home.

Your feedback

Your views are important to us. At the end of the appointment, we will provide you with a feedback form so that you can let us know what you think of the service.

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**Moorfields Eye Hospital - NHS
Foundation Trust**
City Road, London, EC1V 2PD
Phone: 020 7253 3411
www.moorfields.nhs.uk

Moorfields Direct telephone helpline

Phone: 020 7566 2345

Monday to Friday, 8.30am–9pm

Saturday, 9am–5pm

Information and advice on eye conditions and treatments, from experienced ophthalmic-trained nurses.

Moorfields Attend Anywhere

This (online) video consultation service is for existing Moorfields patients and those who live locally to Moorfields Eye Hospital in London who have a potentially sight threatening problem.

It allows us to assess your condition and provide advice on whether or not you need to come into our A&E department for further checks.

Monday to Friday: 9am - 9pm

Saturday, Sunday and Bank Holidays:
9am - 5pm

<https://www.moorfields.nhs.uk/emergency-care>

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

