



Moorfields
Eye Hospital
NHS Foundation Trust



Patient information: Vitreo-retinal emergency (VRE) clinic

Vitreo-retinal emergency (VRE) clinic



This information can be made available in alternative formats, such as easy read or large print on request. Please call PALS: 020 7566 2324/ 020 7566 2325

VRE clinic

Welcome to the VRE clinic. We hope this information sheet answers many of the questions you might have, but please feel free to call us if there is anything else you need to ask. Our telephone number is 020 7566 2593.

Opening hours

- Monday to Friday: 8.30am to 13.00pm
- Saturday, Sunday and bank holidays: 7:30am – 12:30pm

Waiting times

The VRE clinic is a highly specialised service, which accepts referrals from all over the country. The length of time you wait for treatment will depend on how many patients need to be treated and the seriousness of your condition. Because some patients need surgery on the same day that they are referred to the clinic, we cannot operate a first-come, first-served policy. If your condition can be treated by laser, you will need to wait until all patients have been seen and diagnosed. Most patients who require laser treatment will have their treatment in the afternoon. Please speak to a nurse to see if you can return after 1:00pm.

Surgery patients

The order of the operating list is decided by the priority of need for surgery, which can change throughout the day. Everyone is referred as an 'emergency' – your surgeon will decide whether the operation needs to be done

immediately, or whether it can wait. Moorfields is a day surgery hospital, so you should be discharged on the same day.

Operations can be done under local or general anaesthetic.

- **Local anaesthetic** patients can eat and drink as normal and take regular medications as usual. You will generally be able to travel home alone.

- **General anaesthetic** patients can eat a light breakfast before 7am if their surgery is scheduled for a week day, but must fast from midnight if surgery is scheduled for a weekend or bank holiday. You will need to be escorted home and ensure that there is someone with you at home overnight after your operation.

More information on these will be given by the nurse in clinic.

Please take any medications as usual and bring your regular medications to the hospital with you.

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**Moorfields Eye Hospital NHS
Foundation Trust**
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Phone: 020 7253 3411
www.moorfields.nhs.uk



Moorfields nurse-led 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