



Please let us know:

- your full name.
- your NHS number, hospital number or date of birth, a contact telephone number or email address.
- the date and time of your original appointment.

If you cannot attend and do not let us know in advance, you might have to return to your GP to make a new appointment with us, further delaying your treatment.

If you tell us in time, we may be able to offer the appointment to someone else who needs it.

How long will your appointment take?

To reduce the number of times you have to visit, we try to ensure that we complete all the necessary tests during your clinic appointment.

Initial outpatient appointments typically take around 90 minutes and sometimes longer if additional tests are required. We do our best to see you on time, but sometimes you may need to wait. Most of our clinics have information screens which show how long this wait could be. You can leave the clinic without losing your place, but you must tell the receptionist when you leave and when you return. Patient buzzers are available from the receptionists at City Road.

If you need surgery, we will arrange a pre-operative assessment before your operation. This will be in advance or could be on the same day as your clinic appointment. It could also be by phone or video.

Understanding your treatment

Before you come to your appointment, you may find it useful to write down any questions you wish to ask us about your condition and treatment. Please feel free to ask as many as you like. We want to make sure that you fully understand your condition, the choices of treatment available and what is best for you.

On arrival

Please aim to arrive on time and no more than 15 minutes early to prevent overcrowding in waiting rooms and maintain social distancing. A clerk will check your details and let the clinical staff know that you have arrived.

Who will treat you

In routine outpatient clinics, you will undergo some tests with a member of our eye care team. Moorfields is the largest teaching hospital for eye care in the UK. We train qualified doctors and allied health professionals in specialist areas of eye care in clinics and operating theatres and they may deliver your care. A student may also request your permission to observe your treatment.





Prescriptions and medications

If the doctor prescribes new or different medication, we will either write to your GP or give you a prescription to take to the hospital's specialist pharmacy. You will not be able to use your Moorfields pharmacy prescription in your local pharmacy. Please note that you will be charged the standard prescription fee unless you can show us a valid exemption certificate.

Follow-up appointments

If you need to come back for a further appointment, we will try to arrange this before you leave the clinic. If not, we will send you a letter.

Research programme

Moorfields is a world-leading centre for research into eye diseases and we wish to encourage patients to be part of our research so they can benefit from and help develop new treatments. Please visit www.moorfields.nhs.uk/roam for more information.

How we collect and use your information

Please visit <https://www.moorfields.nhs.uk/content/how-we-use-your-information> to understand how we collect and use your information and what your rights are regarding this information. You can help us keep your health record up to date by letting us know when you change your address, name or phone number and telling us if any information in your record is incorrect. To see a copy of your health record, please contact our health records manager on 020 7566 2200 or email moorfields.recordsrequest@nhs.net.

If you want to opt out of your confidential patient information being used for research and planning, you can find more information and how to record your preference at: <https://digital.nhs.uk/services/national-data-opt-out>.

Patient support services

Our integrated teams for patients who may have to deal with devastating news about their eye condition are:

- **Eye Clinic Liaison Officers (ECLOs)** for practical information and rehabilitation advice on living with sight loss. Please call 020 7566 2355 or email moorfields.cityroadECLO@nhs.net
- **Certificate of Visual Impairment (CVI) team** for information and advice about formal registration of visual impairment. Please call 0207 566 2355 or email: david.samuels1@nhs.net.
- **Counsellors** for confidential emotional support, information and advice for patients and their relatives at the time of diagnosis, throughout treatment and during follow-up. Please call 020 7566 2385 or email moorfields.referralscounselling@nhs.net





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, but if you feel that we have failed to do so, please contact our patient advice and liaison service (PALS) who will be able to advise you further (see above). For more information about your rights under the NHS constitution, visit www.nhs.uk/choiceinthenhs

