



Welcome to Moorfields!

This leaflet will explain more about our appointments, and how to get the best from your treatment at Moorfields. Further details are available on www.moorfields.nhs.uk

What to bring with you to your appointment:

- your appointment letter or card
- medicines or eye drops in their original containers, or a letter from your GP listing all your medication.
- glasses and contact lenses, including any cases, storage containers and solutions.
- sunglasses some patients find these useful after they have had drops put in their eyes.
- relevant proof of benefit receipt if you're claiming travel expenses.

Travelling to Moorfields

If you are having tests as part of your appointment, you may not be able to drive home afterwards – please arrange for someone to pick you up after your appointment. To help plan your journey, please visit www.moorfields.nhs.uk

Please come in by yourself

To maintain social distancing, our waiting areas currently have fewer seats, so please enter the hospital by yourself unless you are dependent on a carer whilst inside the hospital, for example in the case of an adult patient with dementia. We understand that you may need to travel in with, or be collected by, a companion, but to protect everyone, we ask that they do not remain in the hospital.

Cancelling or changing your appointment

We know some patients may feel anxious about coming in for appointments right now, but if we've asked you to come in for treatment, don't delay, please attend. If you cannot keep your appointment or need to change it to a more convenient time, please tell us as soon as possible by calling the number on your appointment letter or emailing us at moorfields.covid19bookingenquiry@nhs.net.

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.



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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



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Interpreters, including BSL

If you need help because English is not your first language or because of a disability or any other communication need, please ring the number on your appointment letter in advance so we can arrange this for you.

Providing information in accessible formats

We work hard to provide information in ways you can access and understand. This includes large print formats, braille, email and professional communication support if patients need it, for example from a British Sign Language interpreter. If you have a specific communication need, please call the number on your appointment letter.

Learning disability or dementia

If you have a learning disability or dementia, please let the clinic receptionist and nurse know.

Tell us what you think

After your appointment, you will receive a text message asking what you thought about your visit. If you do not have a smartphone, please ask for a card to leave your comments.

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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-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



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