Patient advice and liaison service (PALS)
Phone: 0207566 2324 or 020 7566 2325
Email: pals@moorfields.nhs.uk
Moorfields PALS team provides confidential advice and support to help you sort out 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 how to make a complaint.

Moorfields Direct Telephone Helpline
Phone: 0207 566 2345
Monday to Friday, 9am to 5pm
Saturday, 9am-5pm
For information and advice on eye conditions and treatments from experienced ophthalmic-trained nurses.

Your right to treatment within 18 weeks
Under the NHS constitution, all patients have the right to start their consultant 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 contact details. For more information about your rights under the NHS constitution, please visit.
www.nhs.uk/choiceinthenhs.

How to contact the counsellors
You can contact the counsellors in several ways:
Phone: 020 7566 2385
Email: jasmine.thombs@moorfields.nhs.uk or louise.deboard@moorfields.nhs.uk
In writing: Ophthalmic nurse counsellors, Moorfields Eye Hospital, City Road, London EC1V 2PD

You can also ask your ophthalmic nurse specialist to refer you to the counselling service.

Eye clinic liaison officer (ECLO)
Moorfields also has an eye clinic liaison officer (ECLO), who can offer practical and rehabilitation advice and information on living with sight loss to all patients aged over 18 at Moorfields Eye Hospital NHS Foundation Trust. The ECLO can also help you to get in touch with local and national support services. The ECLO can be contacted on 020 7566 2718 or by email to david.samuels@moorfields.nhs.uk.

Certificate of Visual Impairment Team (CVI)
The team can provide information and advice about formal registration:
Phone: 020 7566 2355
Email: Jo.Driscoll@moorfields.nhs.uk
Christine.Gazzi@moorfields.nhs.uk

Patient support services

- Emotional support
- Information and advice on living with sight loss and maintaining independence
- Information relating to eye conditions and registration
- Details of the latest visual aids and equipment
- Advice on benefits and concessions
- Advice about education, employment, housing, leisure and local support groups
The support we offer
Counselling can provide an opportunity to talk things through, allowing you the time to explore your thoughts and feelings and to make sense of the way you feel. Having time to talk things through may also help you decide on treatment options.

The service provides information, advice and counselling for all eye clinic patients and relatives at the time of diagnosis, throughout treatment and during follow-up.

The service we provide is a confidential face-to-face service. Patients are seen for an initial assessment and then offered further input as appropriate. The number of sessions is usually limited to between 6 and 12 sessions. One session usually lasts for 50 minutes.

The counsellor may liaise with other services if necessary, but they will discuss this with you first.

The service is available Monday to Friday from 9am to 5pm.

Useful contacts

Changing Faces
The Squire Centre
33/37 University Street
London WC1E 6JN
Phone: 0845 4500 275

Changing Faces is a national organisation Providing free and confidential advice, help, support and information for children and their parents and also adults who have facial disfigurement.

One Vision
Welford Road
Northampton
NN2 8AG
Tel: 08451083161
One Vision is a national voluntary support group for anyone with loss of an eye due to accident, injury or disease. Provides practical advice and emotional support.

Mind
Helpline provides support for anyone in mental distress
Phone: 0300 123 3393
Email: info@mind.org.uk

RP Fighting Blindness (charity offering support to those affected by retinitis pigmentosa)
Helpline: 0845 123 2354
helpline@rpfightingblindness.org.uk
www.rpfightingblindness.org.uk

Useful contacts

Royal National Institute of Blind People (RNIB)
105 Judd Street
London WC1H 9NE
Phone: 0303 123 9999
Email: helpline@rnib.org.uk

The RNIB is a national organisation that supports blind and partially sighted people. They offer advice, information, education, training, practical support, counselling and many publications.

Macular Society
Phone: 0845 241 2041

A self-help group for people with impaired central vision:

Samaritans
Phone: 0845 790 9090
Email: jo@samaritans.org
A 24-hour help line for anyone in mental distress.

Let’s Face It support network
Phone: 01843 833 724

Let’s Face it helps people to rebuild their lives following facial disfigurement.