

Welcome to Moorfields

Cancelling or changing your appointment

If you cannot keep your appointment or need to change it to a more convenient time, please tell us as soon as possible. You can do this by calling the booking centre number on your appointment letter. Please provide the following information when making your request. This will help us deal with your query as quickly as possible.

- 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 tell us in advance, you might have to return to your GP to make a new appointment with us.

Driving to your appointment

Please do not drive to your appointment – the tests you will need to have might mean that you will be unable to drive yourself home. Please arrange for someone to pick you up after your appointment.

What to bring with you

Please bring the following items 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
- If you're claiming travel expenses, please bring relevant proof of benefit receipt.

On arrival

Please aim to arrive on time for your appointment. However, our clinics see people in appointment order so it would be helpful to us if you arrive no more than 15 minutes early. In the clinic, a clerk will check your details and let the clinical staff know that you have arrived.

How long will my appointment take?

To reduce the number of times you have to visit, we try to ensure that you have all the necessary tests during your clinic appointment. Depending on the number and type of tests you require, you might need to stay with us for up to three hours, and sometimes longer if there are unexpected delays to any part of your visit.

Sometimes you will need to wait before being seen. We do our very best to see you on time, but delays can occur for various reasons. Many of our clinics have information screens which show how long you might have to wait. You can leave the clinic without losing your place however, you must notify the receptionist when you leave and when you return.

If you need surgery, you will need to attend a pre-operative assessment before the day of your operation. This is done either on the same day as your clinic appointment, or on a different day.

Eye drops and other tests

During your visit, you might have several tests to help us understand your eye condition better. Such tests could include dilating drops. These drops make your pupil bigger, which helps us to look at the back of your eye. The drops might sting a little when they are first put in. They can take 20 or 30 minutes to take effect and are likely to cause blurred vision for up to six hours so you will not be able to drive home from your appointment.

Providing information and consenting to treatment

Before you come to your appointment, you may find it useful to write down any

questions you wish to ask about your condition and treatment. Feel free to ask as many as you like, we want to make sure that you fully understand your condition and the choices of treatment available. Before you receive any treatment, we can help you:

- Understand what the treatment is and for how long you need to have it
- Understand the benefits and risks
- Manage any side effects
- Discuss any worries or concerns about your treatment or medicine

We produce a range of patient information leaflets, which are on our website and available in clinics. Please ask if there are any leaflets relevant to your condition.

Students and teaching arrangements

Moorfields is the largest teaching hospital for eye care in the UK. We train qualified health professionals in specialist areas of eye care in clinics and operating theatres. Your care may be delivered by trainee eye specialists. These are qualified doctors who are sufficiently experienced and appropriately supported so you can be sure that you are receiving a good standard of care. We also train medical students. We will introduce you to any students we would like to observe your care. Students do not treat patients. You can choose not to have a student present. This will not affect your treatment in any way.

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 pharmacy. You will be charged the standard prescription fee

unless you are exempt from charges. Please bring your exemption certificate if you have one. You will not be able to use your Moorfields pharmacy prescription in your local pharmacy, so please collect your prescription items before you leave the hospital.

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. Please ask for a contact number for your follow-up appointment before you leave.

Your health record

Every time you see a doctor or go to hospital, we make a record of the care you receive. Your record includes your name, address and date of birth along with information about your health, appointments, treatment and test results.

The staff who see you will also add notes to your record, giving their professional opinion. This ensures that decisions about your care and treatment are always based on accurate, up-to-date information. We also use the information in your record anonymously by removing your name and other details that could identify you, so that we can:

- Monitor and improve the quality of care received by patients
- Protect the health of the general public
- Make sure that the treatment and services we provide are meeting the needs of our patients

Your health records are confidential. Your privacy is protected under the:

- Common law duty of confidentiality
- Data Protection Act 1998

- Human Rights Act 1998

Sometimes, we have a legal duty to provide information about people and, in exceptional circumstances, records may be shared without the patient's consent.

You can help us keep your health record up to date by:

- Letting us know when you change your address, name or phone number
- Keeping a note of your unique NHS number
- Telling us if any information in your record is incorrect
- Telling us if you change your mind about how we share the information in your record

To see a copy of your health record, or for further information about our records system, please contact our health records manager on 020 7566 2200 or recordsrequest@moorfields.nhs.uk

Research projects

Moorfields is a world-leading centre for eye and vision research. This means that you might be asked to consider joining a clinical research project or trial. If a member of our staff thinks you might meet the specific criteria for a study, they will discuss it with you in detail. All clinical research projects are strictly monitored by our research department and regulated by national bodies.

You will need to give explicit written consent if you decide you would like to take part. If you do not want your health record to be reviewed for the purposes of possible participation in a clinical research study, you can let us know by calling 020

7253 3411 or emailing
ig.team@moorfields.nhs.uk

Moorfields Eye Charity

Charitable support is vital in helping the hospital to provide the best possible care, educating the researchers and clinicians of tomorrow and supporting groundbreaking research to develop new treatments for blinding diseases.

We would like to send you information on the work of Moorfields Eye Charity and how you can support it. If you would rather we did not use your name and address for the purposes of our charity (including creating a profile of your interest, preferences and analysing your ability to provide financial support to ensure this information is used appropriately and you are not contacted unless it seems appropriate to do so), please email ig.team@moorfields.nhs.uk or write to Information Assurance, Moorfields Eye Hospital NHS Foundation Trust, 162 City Road, London EC1V 2PD, ensuring you include your full name and address (including postcode).

The trust and charity's privacy policies can be read in full on the trust and charity's websites. To find out more about Moorfields Eye Charity, please call 020 7566 2565 email eyecharity@moorfields.nhs.uk or visit www.moorfieldseyecharity.org.uk

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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, 9am - 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: pals@moorfields.nhs.uk

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