Patient information – general
How to use your eye ointment

How to use your eye ointment

- Wash your hands thoroughly before using the ointment
- Unscrew the cap of the tube and place it on a clean tissue
- Tilt your head back and gently pull down the lower eyelid to form a pocket
- Squeeze about 1cm of ointment along the inside of the lower lid, making sure the nozzle does not touch your eye, the skin around the eye or your fingers (to avoid contamination)
- Close your eye for a moment, then blink a few times to spread the ointment around the inside of the eye
- Repeat the process if both eyes are affected
- Replace the cap
- Eye ointments should be applied after eye drops if both are prescribed, with an interval of at least five minutes between each application

Some helpful tips

- If using an eye ointment for the first time, it may be helpful to sit or stand in front of a mirror to aid application
- Throw the tube away after the recommended time – this is often four weeks after first opening, although some may be less. There is a risk that the ointment may become infected if it is used for longer than the recommended period. Write the date that you opened the tube on the label so you will know when it will expire
- Some eye ointments may sting or irritate for a short while. Rarely, some people are allergic to eye ointments. Tell your doctor if eye symptoms become worse after using an eye ointment
- Do not wear contact lenses while using eye ointments unless otherwise advised. Some drugs and preservatives in eye ointments can accumulate in soft contact lenses and may cause harm.
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 to 9pm, for 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 start their 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 contact details. For more information about your rights under the NHS constitution, please visit www.nhs.uk/choiceinthenhs.