Patient Support Services

Information, support and counselling

Our counselling service offers emotional support to all patients who need it at Moorfields Eye Hospital NHS Foundation Trust. If you are worried, anxious or depressed about your condition, come and talk with us.

What counselling offers
Counselling provides 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 your 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 is a confidential face-to-face service. Patients are seen for an initial assessment and then offered further support as appropriate. The number of sessions is usually limited to between 6 and 12 sessions. One session normally lasts 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 support organisations

One Vision
One Vision is a national voluntary support group for anyone with loss of an eye due to accident, injury or disease.
Phone: 0845 108 3161
www.one-vision.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

Macular Society
The national charity for anyone affected by macular conditions. Our helpline provides free information and a counselling service. We have a network of local support groups across the UK and training in skills for seeing.
Helpline: 0300 3030 111
help@macularsociety.org
www.macularsociety.org

Mind provides support across the UK for anyone in mental distress.
Helpline: 0300 123 3393
info@mind.org.uk

Royal National Institute of Blind People (RNIB)
The RNIB is a national organisation that supports blind and partially sighted people with advice, information, education, training, practical support, counselling and publications.
Phone: 0303 123 9999
helpline@rnib.org.uk

The Samaritans
A 24-hour helpline for anyone in mental distress.
Phone: 08457 90 90 90
jo@samaritans.org

Let’s Face It
A charity that helps people to rebuild their lives following facial disfigurement.
Phone: 01843 833 724
Changing faces
This charity provides free and confidential advice and support for children and their parents and adults who have facial disfigurement.
Phone: 0207 391 9270
www.changingfaces.org.uk

How to contact the counsellors
Phone: 020 7566 2385
Email:
jasmine.thombs@moorfields.nhs.uk
louise.deboard@moorfields.nhs.uk
Write to:
Ophthalmic nurse counsellors
Moorfields Eye Hospital
City Road  London EC1V 2PD
Or ask your nurse specialist to refer you to the counsellors.

Eye clinic liaison officer
The eye clinic liaison officer ECLO offers practical information on living with sight loss to all Moorfields patients aged over 18.
The ECLO can also help you contact local and national support services.
Phone: 020 7566 2718
david.samuels@moorfields.nhs.uk

Certificate of Visual Impairment Team (CVI)
For information about sight loss registration
Phone: 020 7566 2355
Jo.Driscoll@moorfields.nhs.uk
Christine.Gazzi@moorfields.nhs.uk

Author: Louise de Board and Jasmine Thombs. Nurse counsellors
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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 to 4.30pm, 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 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 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.