Patient Information

Vitreo-retinal emergency (VRE) clinic

Welcome to the VRE clinic. We hope that this information sheet answers many of the questions you might have, but please feel free to call us if there is anything else you need to ask. Our telephone number is 020 7566 2593.

Opening hours

• Monday to Friday: 8.30am to 13.00pm
• Saturday, Sunday and bank holidays: from 7.30am

Theatre list times

• Monday to Thursday: 1.30 pm to 7.30 pm
• Friday: 1.30pm to 6pm
• Saturday, Sunday and bank holidays: 9am to 5.30pm

Waiting times

The VRE clinic is a highly specialised service, which accepts referrals from all over the country. The length of time you wait for treatment will depend on how many patients need to be treated and the seriousness of your condition. Because some patients need surgery on the same day that they are referred to the clinic, we cannot operate a first-come, first-served policy. If your condition can be treated by laser, you will need to wait until all patients have been seen and diagnosed.

Primary care and follow-up patients

You could be discharged after your first visit, but you might need a further appointment in the Moorfields’ outpatient VR clinic. Details of follow-up appointments will be posted to you.

Surgery patients

The order of the operating list is decided by the priority of need for surgery, which can change throughout the day. Everyone is referred as an ‘emergency’ – your surgeon will decide whether the operation needs to be done immediately, or whether it can wait. Moorfields is a day surgery hospital, so you should be discharged
home on the same day – but you will need to return the next morning for a review to check that everything is okay.

Hostel accommodation can be arranged only if you live outside the M25. Please tell the VRE nurse if you need hostel accommodation as soon as your doctor tells you that you have an appointment for surgery. A list of nearby hotels is also available on request from the nurse.

Operations can be done under local or general anaesthetic.

- **Local anaesthetic** patients can eat and drink as normal and take regular medications as usual. You will generally be able to travel home alone.

- **General anaesthetic** patients can eat a light breakfast before 7am if their surgery is scheduled for a week day, but must fast from midnight if surgery is scheduled for a weekend or bank holiday. You will need to be escorted home and ensure that there is someone with you at home overnight after your operation.

More information on these will be given by the nurse in clinic.

Please take any medications as usual. **Diabetic patients who are fasting for general anaesthesia should call us for diabetic medication advice on 020 7566 2590.**

Please bring all your regular medications with you to hospital.

Please note that you might not be able to see with the eye that has been operated on for the first day after your surgery. Your vision should return gradually after the first day, but this varies from patient to patient. We will discuss this with you during your visit.

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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.