

Paediatric information: for parents

Outpatient prescriptions for children



The policy at Moorfields Eye Hospital is for prescribed medications to be collected from the hospital pharmacy only if your child's condition is urgent, or if the medication is a specialist medicine.

Non-urgent condition

If your child's condition is non-urgent and treatment is not required immediately, the hospital doctor will ask your child's GP to write a prescription for your child's medication. **The hospital doctor or prescriber will write out a prescription for you to take to your child's GP. Please take this prescription to your child's GP as it contains the information for him or her to issue a new prescription, which can then be dispensed by your local community pharmacy.**

The GP will also receive an information letter in the post **up to seven days after your hospital visit.**

Urgent condition

If your child's condition urgently needs treatment such as postoperative

discharge medicine, medicine that needs to start within a few days, or highly specialist medicines, a supply for up to four weeks will be prescribed and dispensed by the hospital pharmacy.

If your child needs to be on the medication for longer than four weeks, the doctor will write the full instructions to your GP on the prescription form and in the information letter sent by post to explain the dose, how often to use the medication and how long your child needs to remain on the medication. Please give the white copy of this prescription to your GP, so that he or she can prescribe the medication to be continued.

If you need a repeat prescription for your child's medication, you should get one from your GP, as you will be unable to get a repeat prescription from the outpatient department.

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Moorfields Direct telephone helpline

Phone: 020 7566 2345
Monday-Friday, 8.30am-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/ 020 7566 2325
Email: moorfields.pals@nhs.net
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

