

Paediatric information: for parents

Eye Hospital NHS Foundation Trust

Moorfields

Active triage

The active triage process in our accident & emergency (A&E) department is set up to assess and treat children with urgent and emergency conditions; the range of routine tests and investigations is limited in this department.

Why do we do this?

Active triage is a check to see who needs to be seen urgently today for treatment and who would be better seen at another time in one of our regular clinics or by a community optometrist/optician. This means that if children need

This means that it children need emergency care in A&E they will have a shorter wait to receive treatment because the department will not be so full. Any child needing less urgent care can be seen and treated in a booked clinic with all the tests available or directed to the best place to be assessed.

How does this affect my child?

When you come to the children's A&E in Moorfields, your child will be assessed by a triage-trained nurse who will decide which option can provide the best care for them today. • If your child has an urgent eye problem this will most likely mean immediate treatment today.

- If your child does not require emergency eye care one of the following options will apply:
 - You will either be given an appointment date for a clinic before you leave or be sent an appointment in one of our clinics best suited for your child's needs.
 - We will recommend that your child has a standard eye test with a community optometrist ('high street optician'). If there are any issues, the optometrist will be able to refer you on to the hospital eye service.
 - We will recommend that your child seed their GP for referral to your local eye clinic.

Your child's records will also be checked by a senior paediatric eye doctor and if any change in plan is required we will be in touch.

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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-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: <u>moorfields.pals@nhs.net</u> 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

