

Patient information-contact lens service

Contact lens FAQ's

This information leaflet aims to answer frequently asked questions patients may have about the contact lens clinic at Moorfields Eye Hospital and the services it provides. If you require further information or if there is anything you do not understand, please contact us using the details below.

Contact lens orders:

Phone: 020 7566 2100, Monday– Friday, 9am– 5pm

Email: contactlenses@moorfields.nhs.uk

Visit: Clinic 4, contact lens reception desk (Monday to Friday, 9am– 4.45pm).

Contact lens appointments:

Phone: 020 7566 2475, Monday–Friday, 8.00am– 5.00pm

Can anyone get contact lenses at Moorfields?

We provide contact lenses only when there is a medical need. Usually this is

when vision cannot be improved with glasses but can be improved with contact lenses. The contact lens clinical staff will review your case and let you know whether contact lenses would be suitable. Examples of suitable cases include some disorders of the cornea, high prescriptions (over +10.00DS/-15.00DS) and 'bandage' lenses.

How do I get a first appointment?

We must receive a referral letter, either from your GP, an ophthalmologist at Moorfields or an ophthalmologist at another hospital.

What is the process for getting contact lenses?

If you have been reviewed and told in the contact lens clinic that lenses would be a suitable option for you, the lens type will then be selected according to your condition. The lenses are often specially made, so you may need a separate appointment to have the lenses given to you, along with instructions on lens care and handling.

How much do contact lenses cost?

Current prices are available from the contact lens clinic. Legally, NHS patient charges or exemption procedures apply. These are updated on 1 April each year.

Important information:

- The payment is for one replacement contact lens for one eye (or where appropriate, six months' supply of daily or monthly disposable lenses).
- If lenses are to be posted, there is a charge for all patients.
- The same charges apply for replacement lenses or if a lens breaks after the three-month manufacturer's warranty period.
- Lenses will not be ordered until payment or proof of being exempt has been seen.

Who would be exempt from paying for contact lenses?

- Patients who have proof of an eligible benefit (Moorfields cashiers department can advise you further on whether you are eligible for this or not).
- Patients requiring a lens as a 'bandage' or 'prosthesis'.
- Children under 16, or young people aged 16 to 19 years and in full-time education.
- Patients who need their contact lenses changed for clinical reasons

within a specific time frame from payment.

Patients who do not have an eligible benefit can apply to the NHS Business Services Authority for an HC1 form which helps towards the cost of their lenses. You can get this directly from the authority (0300 3301 343) or from the cashiers office on the ground floor at City Road.

Please note that someone who is exempt from standard charges, but repeatedly breaks or loses lenses will be charged for replacements. To avoid the problem of losing contact lenses, we advise that you keep a spare.

How much do spare lenses cost and how do I order them?

Costs can be given at your appointment in clinic and are reviewed annually. You can also get this information by contacting the contact lens orders department (see contact details on first page). Please note that all patients are charged for the cost for spares and this is not covered by any exemptions.

How long will it take to get replacement contact lenses?

This will depend on how complicated the type of lens is and the manufacturer in question, but typically it will take:

- Two to six weeks for rigid gas permeable (corneal) lenses.
- Six to eight weeks for scleral contact lenses
- Two to six weeks for cosmetic soft contact lenses.

How do I insert, remove and care for my lenses?

You will be taught in the clinic how to handle and look after your contact lenses. Leaflets with detailed instructions are also provided.

You can also watch a short film, available on the Moorfields website:

www.moorfields.nhs.uk/content/contact-lens-insertion-removal-and-care

How do I get contact lens solution?

One month's supply of solution can be prescribed at each scheduled contact lens clinic appointment. Please note that the prescription can only be used at Moorfields' pharmacy and the standard NHS prescription charge will apply to each item. You will be able to purchase additional supplies on the day but please be aware that solutions will only be prescribed on your appointment day and will not be posted out to you.

Can my GP prescribe contact lens solutions?

No – your GP can prescribe eye medication, but they cannot prescribe

contact lens solutions. You can also buy solutions from most chemists on the high street.

Should I wear my contact lenses to the appointment?

If you are able to wear your lenses this would be ideal, as we would like to review the effect the lenses have on your eyes.

Can I get a copy of my contact lens specifications?

The hospital can supply a copy of your contact lens specifications once your contact lens fitting is complete. This is usually after you have been reviewed in the clinic, wearing the lenses for a minimum of three months after they are given to you.

What happens if I do not keep my appointments?

Please let our appointment clerks know in advance if you are aware that you cannot make the appointment, so that an alternative date can be arranged (see contact lens appointment service details on first page).

Please be aware that you will be discharged if you do not attend two contact lens clinic appointments in a row, or if you are not seen for more than 15 months.

What happens if I am discharged?

If you are not a current patient, you will not be able to get contact lenses or contact lens solution from the hospital. You will also not be seen in the clinic unless you are re-referred by your GP. If you are discharged from the hospital and continue to wear contact lenses, it is essential that you are under the care of a contact lens practitioner.

What do I do if I have a problem with my contact lenses?

Please email or phone the contact lens orders service (see contact details on first page). Alternatively, speak to your clinician when you attend the clinic for your booked appointment. If you cannot wait until your next appointment, please phone the contact lens appointment service (see contact details on first page) to explain what the problem is. However, please be aware that there is no guarantee that you will be seen in the contact lens clinic without an appointment.

What do I do in the case of an emergency?

If your eye suddenly becomes red, painful or your vision worsens, go to Moorfields A&E department in City Road, (for emergency eye problems only). Please make sure you do not wear your lens.

What will happen when I am seen in A&E?

You will first be reviewed by an experienced ophthalmic-trained triage nurse at reception, who will decide if you need urgent attention. When you are seen, it is important to let staff know if you are wearing an extended wear lens (e.g. regular overnight wear) or a bandage (therapeutic) contact lens. Please note that A&E does not provide contact lenses or contact lens solutions.

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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, 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 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 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

This information can be made available in alternative formats, such as easy read or large print on request.

Please call PALS: **020 7566 2325/2324**