

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: moorfields.contactlenses@nhs.net

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

