Domestic violence and/or abuse: information for patients, families and carers

What do you do if domestic violence and/or abuse is happening to you or someone you know?

What is domestic violence and abuse?

- Always being blamed for things
- Being made to feel stupid
- Being physically hurt
- Being humiliated
- Always being put down

This information can be made available in alternative formats, such as easy read or large print on request. Please call PALS: 020 7566 2324/ 020 7566 2325
What can happen?

- Nasty phone calls and texts
- Insults
- Punches
- Threats
- Being kept away from family and friends
- Being made to explain how you spend your money or having it taken away
- Being bullied
- Being made to look at things that upset you
Domestic abuse can happen to anyone

Men can abuse women

Women can abuse men

Men can abuse other men

Women can abuse other women

What can I do to help?

Ask them to read this leaflet.
Helpful contacts:

**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 will help you if you are unhappy and will support you with any worries you may have about your care at Moorfields. The PALS team can also advise you on how to make a complaint.

**National Domestic Violence (24 hour helpline)**
Freephone: 0808 2000 247
www.nationaldomesticviolencehelpline.org.uk

**Women’s Aid (24 hour helpline)**
Freephone: 0808 2000 247
www.womensaid.org.uk/

**ChildLine (24 hour helpline)**
This is a helpline for children and young people up to the age of 19.
Freephone: 0800 1111
www.childline.org.uk

**Men’s Advice Line**
Opening hours: Monday-Friday 9am-5pm
Freephone: 0808 801 0327
www.mensadviceline.org.uk
Moorfields Eye Hospital NHS
Foundation Trust
City Road, London EC1V 2PD
Phone: 020 7253 3411
www.moorfields.nhs.uk

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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