



Patient information- easy read version

# 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 humiliated



Being made to feel stupid



Always being put down



Being physically hurt



## 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](mailto: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](http://www.nationaldomesticviolencehelpline.org.uk)

### **Women's Aid (24 hour helpline)**

Freephone: 0808 2000 247

[www.womensaid.org.uk/](http://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](http://www.childline.org.uk)

### **Men's Advice Line**

Opening hours: Monday-Friday 9am-5pm

Freephone: 0808 801 0327

[www.mensadviceline.org.uk](http://www.mensadviceline.org.uk)

**Moorfields Eye Hospital NHS Foundation Trust**

City Road, London EC1V 2PD

Phone: 020 7253 3411

[www.moorfields.nhs.uk](http://www.moorfields.nhs.uk)





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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](http://www.nhs.uk/choiceinthenhs)

