



You will then be asked to sign the form/certificate to complete the first stage of the registration process.

Stage 2- registration (in the community)

When the council receives a copy of your Certificate of Vision Impairment (CVI), someone should contact you and invite you to register as sight impaired or severely sight impaired. They will put you in contact with your local sensory impairment department.

What is the sensory impairment department?

The sensory impairment department helps anyone who has a degree of sight loss. They are able to provide services like social work support, general advice, vision rehabilitation, practical support and mobility training.

Please contact your local eye clinic liaison officer (details on first page) if there are any delays to the procedure above. You can also be referred to our ECLO services by your hospital eye health professional, optician, GP, social services team or other health specialist.

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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 or 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

