

Patient information-general

Lost property at City Road

Moorfields Eye Hospital cannot accept responsibility for your private property while you are on our premises at City Road. We will also not be liable for returning lost property to someone who claims to be the rightful owner and provides the relevant details required. For more information on this, see third paragraph titled 'what details are required to claim my lost property?'

What do I do if I come across lost property at City Road?

All lost property must be handed into the security team at City Road as soon as possible, along with all relevant accompanying information, for example the time, date, place found and, if known, any indications as to who the owner may be. If you are at our networked sites, (for example Moorfields at Bedford), please hand any lost property into the local hospital's security team.

What happens to lost property found at City Road?

- **Food or perishable items**- these will be disposed of at the end of the day they were found.

- **Oyster cards**-if these are not claimed within 24 hours, they will be handed in at the nearest tube station (Old Street).

- **Mobile phones** - attempts will be made to establish the owner but if this is not achieved, the phone will be kept for three months then disposed of.

- **Medicines**-these will be returned to the pharmacy.

- **Credit/bank cards**-if these are not claimed within 24 hours they will be destroyed securely, following advice from the relevant bank. Normally, the instructions we are given is to destroy the card. Other property which is left on the premises and not claimed will be kept for a period of three months, after which it will be disposed of.

What details are required to claim my lost property?

In order to reclaim your property, a detailed description of the item(s) and/or proof of identity (passport, driver's licence

etc.) **must** be given. You will also be required to provide the date that the item was lost. Every effort is made by us to identify and make contact with the possible owner of the lost property, which is likely to involve us searching the item. However, please be aware that unless you provide the necessary details required, we will not be able to return your property.

Can my lost property be sent back to me via post?

Yes, however all items returned by post are done so at the owner's risk. It is important to note that we do not arrange for insurance while the item is being shipped (in transit). We can do this only if it is specifically requested in writing **at the time** you claim the property. Please also be aware that if this request is made, only the 'standard' insurance we use with our chosen carrier will be selected. Moorfields is not legally held accountable for the suitability of the insurance used and for the value of the item stated in writing by the person claiming it.

Who should I contact if I have any queries?

All enquiries about lost property at City Road should be directed to the security office, located on the ground floor near the main entrance. Lost property enquiries at any networked site should be directed to the local hospital's security team.

Contact details-City Road:

The security office at City Road is open between 8.30am and 4pm, Monday to Friday.

Call: **020 7253 3411** and dial either extension **2530, 4333, 4305, or 4306**.

Author: Paul Adair, security manager
Revision number: 3
Approval date: January 2019
Review date: January 2022

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