Low Vision Clinic at Croydon

What is low vision or visual impairment?
Low vision or visual impairment is when your vision is reduced permanently in one or both eyes because of an abnormality in the eye such as eye disease. The vision cannot be improved with glasses or contact lenses.

Why have I been referred to the Low Vision Clinic?
You have been referred to the clinic by your eye care professional because they feel you may benefit from an assessment for low vision aids (such as magnifiers) or to review other ways that may help you read or perform other daily tasks more easily.

What happens after the referral is received?
The referral to the Low Vision Clinic will be reviewed by the optometry team who will assess your suitability for a telephone consultation. We will then send you a letter with your appointment details so please read your letter carefully. There may be reasons why we feel you might not be suitable for a telephone consultation and in that case, we will see you in the Low Vision Clinic in person.

If I need to be seen in person, where do I have to go?
If you need to be seen in the Low Vision Clinic in person, we will send you an appointment at one of our satellite clinics at Croydon Vision. The address is:

Croydon Vision
Bedford Hall
72 – 74 Wellesley Road
Croydon
CR0 2AR

What will happen during my Low Vision Clinic appointment?
The Low Vision assessment is carried out by a Moorfields optometrist who will ask questions about your eyesight, perform an eye test for glasses, and then demonstrate low vision aids such as magnifiers which may help you see more clearly. Not everyone will need a magnifier. The optometrist will assess this based on your vision and needs. They can also give you additional advice which may help you to see more clearly.

What will happen after my appointment?
The optometrist will call you 6-8 weeks after your appointment to see how you are getting on and ask whether you need any further help or support. Following this, you will either be discharged to have regular eye tests...
with your local optician, or we will offer you another appointment in the Low Vision Clinic if needed. If you also come to another clinic at Moorfields you will continue with these appointments as planned. The optometrist may also refer you to see a Moorfields Eye Clinic Liaison Officer (ECLO) at Croydon.

What is an Eye Clinic Liaison Officer (ECLO)?
A Moorfields ECLO can provide further advice and support for you, your carers or relatives on living with sight loss and maintaining independence. They can also signpost you to various organisations outside of the hospital that may provide services that are useful to you.

Can I be certified as sight impaired?
A Certificate of Visual Impairment (CVI) can allow you to be registered with your local authority as being sight impaired or severely sight impaired (blind). The consultant ophthalmologist in charge of your care will discuss with you if you meet the eligibility criteria for a CVI. If you have not already been certified and you are found to be eligible, the optometrist in the Low Vision Clinic or the ECLO can start the certification process.

Useful contacts:
- For appointment queries or queries regarding a recent visit to the clinic, please call the Low Vision Clinic: 020 8401 3485.
- To contact Julia Smythe, the Moorfields ECLO at Croydon, please call: 07714 917131 or email: julia.smythe@nhs.net
- To contact Croydon Vision, please call: 020 8688 2486, or visit their website: https://croydonvision.org.uk/

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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/ 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.