Patient advice and liaison service (PALS)
Phone: 0207 566 2324 or 020 7566 2325
Email: pals@moorfields.nhs.uk
Moorfields PALS team provides confidential advice and support to help you sort out 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 how to make a complaint.

Moorfields Direct Telephone Helpline
Phone: 0207 566 2345
Monday-Friday, 9am-9pm
Saturday, 8.30am-5pm
Information and advice on eye conditions and treatments from experienced ophthalmic-trained nurses.

Your right to treatment within 18 weeks
Under the NHS constitution, all patients have the right to start their consultant 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 contact details. For more information about your rights under the NHS constitution, please visit.
www.nhs.uk/choiceinthenhs.

Royal National Institute of Blind People (RNIB)
105 Judd Street
London WC1H 9NE
Phone: 0303 123 9999
Email: helpline@rnib.org.uk
The RNIB is a national organisation that supports blind and partially sighted people. They offer advice, information, education, training, practical support, counselling and many publications.

Macular Society
Phone: 0845 241 2041
A self-help group for people with impaired central vision.

Samaritans
Phone: 0845 790 9090
Email: jo@samaritans.org
A 24-hour helpline for anyone in mental distress.

Mind
Phone: 0300 123 3393
Email: info@mind.org.uk
Helpline providing support for anyone in mental distress

Moorfields East patient support services

- Emotional support
- Information and advice on living with sight loss and maintaining independence
- Information relating to eye conditions and registration
- Details of the latest visual aids and equipment
- Advice on benefits and concessions
- Advice about education, employment, housing, leisure and local support groups
The support we offer
The role of our eye clinic liaison officer (ECLO) is to bridge the gap between clinical and social services.

An ECLO is able to provide you with:

- Emotional support
- Explanation of the certificate of visual impairment (CVI) registration process
- Explanation of low vision aids
- Appropriate referrals to social services
- Signposting to other sources of help and local community groups

If the ECLO is off site, please use our self-referral service, available Monday–Friday, 9am–5pm:

Phone: 07711 766 426
or 0207 253 3411
(ask for ECLO Jessica Price)

Email: moorfieldseastpatientsupport.moorfields.nhs.uk

Thomas Pocklington Emotional Support Workers

Emotional support workers are hand selected from the Thomas Pocklington Trust.

Available during eye clinic appointments, they are here to provide emotional and practical support:

- A listening ear
- Assistance getting around the hospital
- Non-medical information
- A referral for specialist support

Please speak to our emotional support workers or contact The Thomas Pocklington Trust:

Phone: 0208 743 8688

Useful Contacts

Counsellors
Phone: 020 7566 2385
Email: jasmine.thombs@moorfields.nhs.uk
louise.deboard@moorfields.nhs.uk

In writing: Ophthalmic nurse counsellors, Moorfields Eye Hospital, City Road, London EC1V 2PD

You can also ask your ophthalmic nurse specialist to refer you to the counselling service.

Certificate of visual impairment team (CVI)
The team can provide information and advice about formal registration:
Phone: 020 7566 2355
Email: Jo.Driscoll@moorfields.nhs.uk
Christine.Gazzi@moorfields.nhs.uk

RP Fighting Blindness
Charity offering support to those affected by retinitis pigmentosa
Phone: 0845 123 2354
Email: helpline@rpfightingblindness.org.uk
www.rpfightingblindness.org.uk