

# Moorfields patient counselling service at City Road



The Moorfields patient counselling service forms part of the patient support services available to all patients who attend the hospital. We are based in City Road and are able to offer confidential, face-to-face counselling to all adult patients over the age of 18yrs. The service is available Monday to Friday 9-5pm.

**Why have counselling?**

Counselling provides an opportunity to talk through difficulties in a safe and confidential space. Having time to talk things through may help you in your relationships with family, friends and colleagues. It can be useful in considering treatment options and adapting to any loss of vision.

**How many sessions will I have?**

You will be seen by appointment for an initial assessment and then offered further sessions as appropriate (usually between 6 to 12 sessions). A session will generally last for 50 minutes. If we think other support may be more appropriate we will be able to advise you on this.

**How do I arrange an appointment?**

**Email:** [moorfields.referralscounselling@nhs.net](mailto:moorfields.referralscounselling@nhs.net)

**Phone: 020 7566 2385.**

You may need to leave a voicemail but please do not worry as this line is confidential. It is helpful to keep the message short and clear, including your contact details.

**Your clinician can also refer you to the counselling service.** If we are not able to help, we will be able to talk things through with you or point you in the direction of alternative support.

**Can my relative / friend access the service too?**

Unfortunately we are only able to offer counselling support to Moorfields patients. We would encourage others who feel they may have difficulties to approach their GP in the first instance.

**In need of urgent help?**

If you are feeling very **distressed, despairing or suicidal and need immediate help**, please contact your GP and ask for an emergency appointment. If your GP is closed,



please consider calling the national non-emergency number 111.

You can also go to your nearest Accident and Emergency (A&E) department where a mental health practitioner will be able to assess you and give you appropriate help.

**Other sources of support available:**

**Eye clinic liaison officer (ECLO) -**

Eye clinic liaison officers (ECLOs) are available at Moorfields Eye Hospital in City Road to assist those living with sight loss. This includes patients, their relatives and carers. For more information about ECLO services at City Road, please ask a member of staff for an information leaflet, these are also available at the health hub, located at the main entrance of the hospital. Phone: 020 7566 2355 or email: [moorfields.cityroadECLO@nhs.net](mailto:moorfields.cityroadECLO@nhs.net)

**Certificate of Visual Impairment (CVI)**

Information about sight loss and registration.  
Phone: 0207 566 2355

**Mental health support -Samaritans**

A free 24 hour helpline for anyone in mental distress.  
Phone: 116 123 or email: [jo@samaritans.org](mailto:jo@samaritans.org)  
Website: [www.samaritans.org](http://www.samaritans.org)

**MIND**

Provides mental health information, advice, counselling and advocacy.  
Phone:0300 123 3393 or email: [info@mind.org.uk](mailto:info@mind.org.uk)

Author: Moorfields patient counselling team  
Revision number: 3  
Approval date: August 2019  
Review date: August 2022

**Moorfields Eye Hospital NHS Foundation Trust**  
**City Road, London EC1V 2PD**  
**Phone: 020 7253 3411**  
**[www.moorfields.nhs.uk](http://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.

