Patient advice and liaison service (PALS) - during COVID 19

Our PALS office in Moorfields City Road is now only open occasionally, however if you do need to contact us for support and advice, please email moorfields.pals@nhs.net or call us on: 020 7566 2324 or 2325 and we will respond to you as soon as we can.

Appointments:  
In line with COVID 19 advice from Public Health England and to protect the public, Moorfields is making changes to how patients’ appointments are managed. A member of staff will contact you in due course with further information about your appointment or surgery.

We understand you may have queries regarding your continued care and treatment at Moorfields. The following information will direct you to the relevant helpful contacts. Please be aware that our phone lines may be busier during this period.

What do I do if I am especially concerned about an urgent outpatient appointment?  
Please call our booking centre on 020 7566 2357 or email: moorfields.covid19bookingenquiry@nhs.net

What do I do if I haven’t been contacted yet by Moorfields about my appointment?  
Please do not worry if you have not been contacted yet; our teams are working hard to reach all of our patients, as well as respond to the high volume of calls they are still facing. We appreciate your patience and understanding in waiting for us to contact you; this is vital in helping our staff continue to provide you with outstanding care and treatment at Moorfields.
Surgery: What do I do if I am especially concerned about an urgent scheduled surgery?
The relevant number for the admission department of the surgical service you are being seen under can be found on your appointment letter. We have also listed the contact details below for your information:

- **Adnexal (tissues around the eye):** 020 7566 2206
- **Cataract:** 020 7566 2006
- **External disease and corneal:** 020 7521 4640
- **Glaucoma:** 020 7566 2056
- **Medical retina (MR):** 020 7566 2258
- **Cross linking and refractive surgery:** 020 7566 2205
- **Vitreoretinal (VRE), Strabismus (squint) and neuro ophthalmology:** 020 7566 2004

**Clinical helpline:** Who do I contact if I need clinical advice on eye conditions and treatments?
Please call the Moorfields Direct helpline on **020 7566 2345**, which is staffed by our experienced ophthalmic-trained nurses.

**Transport:** If you have a question or concern regarding booking transport, transport arrival, eligibility, appeals for eligibility, escort eligibility etc, please call DHL (our transport provider) on **0333 240 4909**