

Paediatric information

Children's Accident and Emergency (A&E) at Moorfields Eye Hospital: RDCEC

Welcome to the Richard Desmond Children's Eye Centre (RDCEC) at Moorfields Eye Hospital.

This leaflet will give you some information about our services.

Our A&E department is set up to assess and treat children with urgent and emergency conditions; the range of routine tests and investigations are more limited in this department than in a booked clinic. Your child will be assessed and a decision will be made about which option will provide the best care.

This department is open from 9am-4pm Monday-Fridays, excluding bank holidays, for children and young people up to their 16th birthday who require urgent care for an eye condition. Between 4-5pm Monday-Fridays, excluding bank holidays, children are assessed by a paediatric nurse in the

RDCEC before being treated by a doctor in the adult A&E; at all other times children and young people are seen in the adult A&E department in Moorfields at City Road (around the corner).

Your visit

We aim to meet every child's needs, however as the service can be very busy visits to the children's A&E department can take three to four hours.

Patients are usually seen in order of arrival, however you may occasionally notice that some children are seen before your child. These may be urgent cases, patients who have been seen earlier, or patients who have been sent for additional tests and are now returning to A&E.

Between 1-2pm there may be a staff handover period. The A&E nurses will keep you informed about this.



Upon your arrival, we will ask you to wait in reception. Shortly afterwards, your child will be seen by a nurse, who will take you through to A&E for a preliminary assessment (triage). If you have any questions about your visit, please ask the nurse who will briefly explain what will happen. A different nurse will ask questions about your child's health and test their vision.

If your child has an infection, they will be seen in a separate room, so that the infection cannot be passed on to other children.

The next person your child will see will be the doctor. Your child may need drops to dilate their pupils to allow the doctor to see the back of their eyes; these drops are likely to affect your child's vision for several hours after you leave the hospital. Your child might also need additional tests or a review by a paediatrician. Please allow time for these investigations.

Important information

- If your child has any special needs, please let us know when you arrive.
- We ask that children are supervised by their parent or carer at all times, as we cannot take responsibility for your child.
- At the end of the consultation, please fill out our feedback sheet, located on the purple desk.

Refreshments and other services

There is a toilet and baby changing facility in the A&E waiting area and another toilet, baby changing facility and baby feeding room next to the café in the main reception area.

The café is usually open from 9am-4pm, serving a range of snacks including hot drinks, sandwiches, soup, biscuits, fruit and crisps. There is also a water dispenser near the café.

Please note that the café accepts cash only, no credit cards.

Toys are available in all waiting areas and in our main waiting area we have colouring pens and pictures, DVDs and other activities to keep your child entertained. We also have a designated play leader who helps entertain the children. If you have any concerns or worries, you can discuss these with the play leader.

Thank you for taking the time to read this leaflet. We hope it has answered some of your questions. If you have any further questions, please speak to a member of staff.

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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.

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

