





You can also call Moorfields Direct for urgent advice (see contact details below).

**Drops used:**  
TROPICAMIDE 1%

**Instilled at (date and time):**  
ON:                      AT:

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**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.

**Patient advice and liaison service (PALS)**  
Phone: 020 7566 2324 or 020 7566 2325  
Email: [moorfields.pals@nhs.net](mailto: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 contact details. For more information about your rights under the NHS constitution, please visit [www.nhs.uk/choiceinthenhs](http://www.nhs.uk/choiceinthenhs).