

Patient information: glaucoma service

Specialist optometrist glaucoma clinic

Glaucoma is an eye condition where your optic nerve is damaged by the pressure of the fluid inside your eye. Most types of glaucoma have no symptoms, so it is still important to have a regular eye test.

What is the specialist optometrist glaucoma clinic?

The clinic is run by specialist trained optometrists who will carry out all of the relevant tests to effectively monitor your glaucoma. The new clinic has been set up in order to reduce waiting times and improve the patient experience within the glaucoma service.

What will happen at my appointment?

You will be examined by a specialist optometrist who will perform the same tests as those carried out in a consultant clinic.

All of the tests are performed in the specialist optometrist glaucoma clinic on Cayton Street adjacent to Moorfields

Eye Hospital. Please see your appointment letter for further details. We aim to finish all of your tests within 2 hours.

Once all of the tests are finished, a decision about your treatment will be made by the specialist optometrist. Following your appointment at the specialist optometrist clinic, your next appointment will be either at the specialist optometrist clinic or a consultant clinic depending on your test results. Your GP will be notified of the outcome.

Should I bring someone with me to my appointment?

At your appointment, we might need to use dilating eye drops that cause your vision to become blurred for about four hours. You will not be able to drive for the rest of the day. You may wish to bring someone with you on the day to assist you home.

Your feedback

Your views on the service are important to us. At the end of the appointment, we will provide you with a feedback form so that you can let us know what you think of the service.

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

Moorfields Direct telephone helpline

Phone: 020 7566 2345
Monday to Friday, 9am–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
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.

