



Patient information – Moorfields at St George’s

# Attending Moorfields at St George’s Urgent Care Clinic (UCC)



Welcome to Moorfields Urgent Care Clinic (UCC) at St. George’s Hospital. This leaflet aims to give you some information about our UCC, with an explanation of how you will be assessed and what to expect during your visit.

## Upon arrival to UCC

You will be directed to the UCC reception desk to register your details. You will then be asked to sit in the waiting area where you will be called to see a nurse (triage) for an initial assessment, which helps us determine how urgent your eye problem is and if it is vital for you to be seen today at the clinic.

If your local eye unit is one of the on-call hospitals (St Helier’s Hospital, Kingston Hospital, Croydon University Hospital) it may be more appropriate for you to be seen locally. Please inform the receptionist or nurse and they will try to help facilitate this.

If, after triage your **condition is classified as non-urgent**, you may not

need to be seen today but one of the following options will apply:

1. You will be given or sent an appointment in our Primary Care Clinic (PCC) which is in the same outpatient department or to one of our specialist services. Our PCC treats patients with less urgent or more chronic eye problems.
2. You will be advised to see your GP or optometrist who can help treat your condition.
3. Your GP or optometrist can refer you to your local eye clinic.

If, after triage your **condition is classified as urgent**, the nurse will carry out a further assessment, after which a decision will be made as to which member of the team will treat you. You will then need to remain in the waiting area until you are called.

Please be assured that we do try to see all our patients in a timely manner and we appreciate your patience and understanding on this while waiting for



