

Patient information

# Urgent care clinic

## What is the urgent care clinic?

The clinic has been specially designed to offer care for patients who have urgent conditions, but who do not need to be immediately seen in A&E.

The clinic is run by ophthalmologists and specialist optometrists and has been set up to improve patient experience.

## What will happen at my appointment?

You will be examined firstly by a technician, and then by an ophthalmologist or specialist optometrist, who will perform the necessary tests, for example vision tests, to investigate your symptoms.

Your appointment will take place at the urgent care clinic on Cayton Street, near the A&E entrance at Moorfields Eye Hospital, City Road on the opposite side. Please see your appointment letter for further details.

We aim to complete all your tests within three hours. Once all of the tests are finished, the results will be discussed

with you and a decision about your treatment will be made.

Following your appointment at the urgent care clinic, you will either be discharged, or referred to a specialist clinic at the hospital for further investigation and management as appropriate. Your GP will be notified of the outcome. You should continue to see your own local optometrist every one to two years for routine eye health checks.

## Should I bring someone with me to my appointment?

During your appointment, we may use eye drops that cause your vision to become blurred for a couple of hours. During this time, we advise that you do not drive home from your appointment. You may wish to bring someone with you on the day to assist you home.

## Your feedback

Your views 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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Revision number: 1  
Approval date: November 2017  
Review date: November 2019

**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 to 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 / 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  
more information about your rights  
under the NHS constitution, visit  
[www.nhs.uk/choiceinthenhs](http://www.nhs.uk/choiceinthenhs)

