

Vitreo-retinal emergency (VRE) clinic

Welcome to the VRE clinic. We hope that this leaflet answers many of the questions you might have, but please feel free to call us if there is anything else you need to ask. Our telephone number is 020 7566 2593.

Opening hours:

Monday- Friday: 8.30am-1.00pm
Saturday, Sunday and bank holidays:
7.30am-5.00pm.

Theatre list times

Monday: 6.00pm-7.30pm
Tuesday-Thursday: 1.30pm-7.30 pm
Friday: 1.30pm-6.00pm
Saturday, Sunday and bank holidays:
9am- 5.30pm

Waiting times

The VRE clinic is a highly specialised service, accepting referrals from all over the country. Because some patients need surgery on the same day that they are referred to the clinic, we cannot operate on a first-come, first-served policy. The length of time you

may have to wait for treatment will depend on how many patients need to be treated and the seriousness of your condition. Please note-if your condition can be treated by laser, you will need to wait until all patients have been seen and diagnosed.

Primary care and follow-up patients

You may be discharged after your first visit, but you might need a further appointment in the Moorfields' outpatient VR clinic. Details of follow-up appointments will be posted to you.

Surgery patients

The order of the operating list is decided by your priority of need for surgery, which can change throughout the day. All patients are referred to as an 'emergency' – however your surgeon will decide whether the operation needs to be done immediately, or whether it can wait. Moorfields is a day surgery hospital, so you should be discharged home on the same day – but you may need to return the next morning for a review to check that everything is okay.



If you are having an operation and live outside the M25, hostel accommodation can be arranged for you so that you can attend clinic the next morning for a review. If this applies to you, please tell the VRE nurse as soon as your doctor tells you that you have an appointment for surgery. A list of nearby hostels is also available from the nurse upon request.

Operations can be done under local or general anaesthetic:

- Local anaesthetic patients can eat and drink as normal and take regular medications as usual. You will generally be able to travel home alone.
- General anaesthetic patients can eat a light breakfast before 7am if their surgery is scheduled on a week day, but must fast from midnight if surgery is scheduled for a weekend or bank holiday. You will need to be escorted home and arrange for someone to stay with you overnight after your operation. Further information on this will be given to you by the nurse in clinic.

On the day of your surgery, please take your regular medications as usual, bringing them with you to the hospital. Diabetic patients who are fasting in preparation for general anaesthesia should call us for diabetic medication advice on 020 7566 2590.

Following surgery, some patients find that they are not able to see out of their operated eye for the first few weeks. However, this can vary from patient to patient and we will discuss this further with you during your visit.

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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-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

