

Welcome to Moorfields

Driving to your appointment

Please do not drive to your appointment – the tests you will need to have might mean that you will be unable to drive yourself home. Please arrange for someone to pick you up after your appointment.

What to bring with you

Please bring the following items with you to your appointment:

- Your appointment letter or card
- Medicines or eye drops in their original containers, or a letter from your GP listing all your medication.
- Glasses and contact lenses, including any cases, storage containers and solutions.
- Sunglasses – some patients find these useful after they have had drops put in their eyes.
- If you're claiming travel expenses, please bring relevant proof of benefit receipt.

On arrival

Please aim to arrive on time for your appointment. However, our clinics see

people in appointment order so it would be helpful to us if you arrive no more than 15 minutes early. In the clinic, a clerk will check your details and let the clinical staff know that you have arrived.

Alternatively, if you wish to, you can now check in for your appointment on our new outpatient check-in kiosks. These are currently located at the following sites: Moorfields City Road, Richard Desmond Children's Eye Centre, Cayton Street, St Georges, Croydon, Ealing and Northwick Park.

Cancelling or changing your appointment

If you cannot keep your appointment or need to change it to a more convenient time, please tell us as soon as possible. You can do this by calling the booking centre number on your appointment letter. Please provide the following information when making your request. This will help us deal with your query as quickly as possible.

- Your full name.
- Your NHS number, hospital number or date of birth, a contact telephone number or email address.

- The date and time of your original appointment.

If you cannot attend and do not tell us in advance, you might have to return to your GP to make a new appointment with us.

How long will my appointment take?

To reduce the number of times you have to visit, we try to ensure that you have all the necessary tests during your clinic appointment. Depending on the number and type of tests you require, you might need to stay with us for up to three hours, and sometimes longer if there are unexpected delays to any part of your visit.

Sometimes you will need to wait before being seen. We do our very best to see you on time, but delays can occur for various reasons. Many of our clinics have information screens which show how long you might have to wait. You can leave the clinic without losing your place however, you must notify the receptionist when you leave and when you return.

If you need surgery, you will need to attend a pre-operative assessment before the day of your operation. This is done either on the same day as your clinic appointment, or on a different day.

Eye drops and other tests

During your visit, you might have several tests to help us understand your eye condition better. Such tests could include dilating drops. These drops make your pupil bigger, which helps us to look at the back of your eye. The drops might sting a little when they are first put in. They can

take 20 or 30 minutes to take effect and are likely to cause blurred vision for up to six hours so you will not be able to drive home from your appointment.

Providing information and consenting to treatment

Before you come to your appointment, you may find it useful to write down any questions you wish to ask about your condition and treatment. Feel free to ask as many as you like, we want to make sure that you fully understand your condition and the choices of treatment available. Before you receive any treatment, we can help you:

- Understand what the treatment is and for how long you need to have it
- Understand the benefits and risks
- Manage any side effects
- Discuss any worries or concerns about your treatment or medicine

We produce a range of patient information leaflets, which are on our website and available in clinics. Please ask if there are any leaflets relevant to your condition.

Students and teaching arrangements

Moorfields is the largest teaching hospital for eye care in the UK. We train qualified health professionals in specialist areas of eye care in clinics and operating theatres. Your care may be delivered by trainee eye specialists. These are qualified doctors who are sufficiently experienced and appropriately supported so you can be sure that you are receiving a good standard of care. We also train medical students. We will introduce you to any

students we would like to observe your care. Students do not treat patients. You can choose not to have a student present. This will not affect your treatment in any way.

Prescriptions and medications

If the doctor prescribes new or different medication, we will either write to your GP, or give you a prescription to take to the hospital pharmacy. You will be charged the standard prescription fee unless you are exempt from charges. Please bring your exemption certificate if you have one. You will not be able to use your Moorfields pharmacy prescription in your local pharmacy, so please collect your prescription items before you leave the hospital.

Follow-up appointments

If you need to come back for a further appointment, we will try to arrange this before you leave the clinic. If not, we will send you a letter. Please ask for a contact number for your follow-up appointment before you leave.

Patient support service

Our integrated patient support service includes nurse counsellors, eye clinic liaison officers (ECLOs) and the Certificate of Visual Impairment (CVI) team. They provide help and advice for patients dealing with devastating news about their sight conditions. They offer counselling, emotional and psychological support as well as practical advice and information on services outside the hospital. To find out more, please contact the team on: 020 7566 2385.

Providing information in accessible formats

We work hard to ensure that patients, carers and people who have a disability or sensory loss receive information they can access and understand. This could be large print formats, braille or via email and with professional communication support if they need it, for example from a British Sign Language interpreter.

If you have a specific communication need, please call the service under which you are being treated (for example glaucoma, medical retina, etc). You can find contact details on your appointment letter or online at:

www.moorfields.nhs.uk/services

Your health record

Every time you see a doctor or go to hospital, we make a record of the care you receive. Your record includes your name, address and date of birth along with information about your health, appointments, treatment and test results.

The staff who see you will also add notes to your record, giving their professional opinion. This ensures that decisions about your care and treatment are always based on accurate, up-to-date information. We also use the information in your record anonymously by removing your name and other details that could identify you, so that we can:

- Monitor and improve the quality of care received by patients
- Protect the health of the general public

- Make sure that the treatment and services we provide are meeting the needs of our patients

Your health records are confidential. Your privacy is protected under the:

- Common law duty of confidentiality
- General Data Protection Regulation (2016/679)
- Data Protection Act 2018
- Human Rights Act 1998

Sometimes, we have a legal duty to provide information about people and, in exceptional circumstances, records may be shared without the patient's consent.

You can help us keep your health record up to date by:

- Letting us know when you change your address, name or phone number
- Keeping a note of your unique NHS number
- Telling us if any information in your record is incorrect
- Telling us if you change your mind about how we share the information in your record

To see a copy of your health record, or for further information about our records system, please contact our health records manager on 020 7566 2200 or email moorfields.recordsrequest@nhs.net

Research projects

Moorfields is a world-leading centre for eye and vision research. This means that you might be asked to consider joining a clinical research project or trial. If a

member of our staff thinks you might meet the specific criteria for a study, they will discuss it with you in detail. All clinical research projects are strictly monitored by our research department and regulated by national bodies.

You will need to give explicit written consent if you decide you would like to take part. If you do not want your health record to be reviewed for the purposes of possible participation in a clinical research study, you can let us know by calling 020 7253 3411 or by emailing moorfields.ig@nhs.net

Your privacy

Moorfields Eye Hospital NHS Foundation Trust uses your information to support your clinical care and for other health care purposes in accordance with Data Protection legislation. You can find our privacy notice containing information about how we use your data on our website at: www.moorfields.nhs.uk/your-record.

Tell us what you think

There are several ways you can get in touch to tell us what you think of our services, and we do everything we can to make improvements in response to your feedback. These include:

- **NHS Friends and Family test**

Patients are asked to mark on a card how likely they are to recommend Moorfields to a friend or relative on a scale ranging from “extremely likely” to

“extremely unlikely” and, if they wish, to provide their reasons

- **Patient advice and liaison service (PALS)**

Moorfields’ PALS team provides confidential advice and support to help you sort out 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. Contact the team on: 020 7566 2324 or 020 7566 2325 or email:

moorfields.pals@nhs.net

- **NHS Choices**

You can post comments about Moorfields’ services on the NHS Choices website at www.nhs.uk. However, if you have a concern that requires specific feedback, we suggest you contact our PALS team (see details above).

Become a member of our foundation trust

As an NHS foundation trust, we are a membership organisation. Anyone who is over the age of 14 and is either a patient or member of staff, or who lives in Greater London, Bedfordshire, Essex or Hertfordshire, can become a member of our foundation trust. Our members, and the governors who represent them, help us to stay in touch with the communities we serve and provide valuable feedback on our services. Members can also get involved in a range of other events and activities.

You can do as much or as little as you feel able, but all members have the opportunity to have a say in how we develop and help shape our future – and your experience and knowledge means that we can be more responsive to members’ needs.

As a member you can:

- Vote for a governor or stand as a governor in the future
- Attend special events
- Meet with your governors
- Receive information on the work of the hospital and Moorfields Eye Charity

To find out more or to request a membership pack, please call 020 7566 2490 or email

moorfields.foundation@nhs.net

You can also find out more online:

www.moorfields.nhs.uk/membership

Author: Naomi Frankel, patient information manager

Revision number: 4

Approval date: January 2019

Review date: July 2019

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, 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

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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

This information can be made available in alternative formats, such as easy read or large print on request.

Please call PALS: 020 7566 2325/2324