

## OPHTHALMOLOGY

### Information for Patients Attending New or Follow-Up Appointments in the Eye Clinic

This information will help you understand what your appointment will involve, and the amount of time you may need to allow for your visit



**Please bring with you a written list of ALL medications you take, and also your spectacles which you will need for your eye test**

## WELCOME TO NEW PATIENTS

Your first appointment is normally with a Consultant, and subsequent (follow-up) appointments will be with a member of his or her team. Please be assured that your Consultant will always be overseeing your care.

Firstly, you will see a Nurse who will test your vision with your own distance glasses. If dilating drops are necessary (to enable the Consultant to see the back of your eye) these will be put into your eyes. There will then be a wait whilst your eyes dilate, which can take up to half an hour. If dilating drops are used you will be unable to drive home afterwards and you should make arrangements for someone to drive you home. Dark glasses are advisable for sunny days as you can get glare for some time after the installation of the dilation drops.

You will then be advised of any tests which may be needed to help with your diagnosis which may take some time, so please be prepared to be at the Eye Clinic either the whole morning or afternoon. We always try to see people on time. However, delays can happen when appointments take longer than planned. We understand that coming to the Clinic, having investigations and waiting for results can be

a worrying time for you. We try to keep you informed of any delays and your patience is always appreciated. Patients needing urgent treatment may be seen first. We have several Clinics running at the same time under the care of different Consultants and it may seem that patients who arrived after you are seen before you. Rest assured that the Nursing team will ensure your appointment is treated in order of the appointment time, but if you have any concerns, please speak to one of the Nurses.

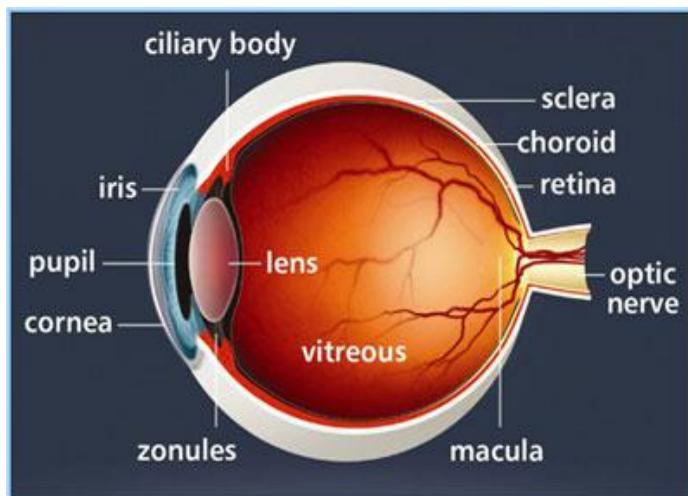
Any tests which you are required to have will be fully explained to you, and supporting information will be available. We have a wide range of information leaflets – if you require other information, please don't hesitate to ask.

## **FOR FOLLOW-UP PATIENTS**

Follow-Up Patients are those who have seen a Consultant previously, or who have had a procedure or operation. Your follow-up appointment is a check-up and is equally as important as your first visit and your Consultant is always in charge of your care. Any concerns will be referred to him/her.

Your eyes may be dilated at every visit and you will be unable to drive home afterwards so you will need to make onward travel arrangements or have someone to drive you home.

As with your first appointment we do try to see people on time but delays can happen when some appointments take longer than planned. Rest assured that the Nursing team will ensure your appointment is treated in order of the appointment time, but if you have any concerns, please speak to one of the nurses. If your appointment is in the morning, please bring any lunchtime medication you may need in case you are delayed.





## *Information for Patients Attending The Eye Clinic*

**Queries or Concerns:** Please speak to one of the nurses on the day if there is anything you wish to discuss. We are here to help you.

**To cancel or rearrange your appointment:** - Please phone 01737 768511 and ask for Outpatients Booking Office on **ext. 1580**. You should expect to receive your follow-up appointment around 6 weeks in advance of your appointment

**Failure to attend your appointment:** If you fail to attend your appointment you will not automatically be sent another appointment. This could potentially delay your treatment and your GP will be informed.

**How to find us by car:** The hospital is just south of Redhill, signposted from the A23 (Brighton Road). Car parking is available in the public car park, and there are a limited amount of disabled spaces. A charge is made for parking within the hospital grounds – please make sure you have plenty of coins.

**The Eye Clinic** is held at East Surrey Hospital **Outpatients** area, located on the ground floor at the

Main (West) Entrance, opposite Boots the Chemist. Please report to the **Reception Desk in Outpatients** on your arrival.

**Refreshments:** Costa Coffee is now available in the new West Entrance, and Boots and W H Smith also provide snacks and drinks. Vending machines provide light snacks in the Hospital and there is a dining room serving hot and cold food on the First Floor. The Friends of East Surrey Hospital also supplies refreshments at the East Entrance.

**Author: Sister, Eye Clinic  
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East Surrey Hospital  
01737 768511 ext. 6679**

*Please contact your GP if your supply of eye drops or medication runs low so that they can supply you with a prescription*

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## **PALs: Patient Advice and Liaison Service**

### **How can I contact PALs?**

The Team is based at East Surrey Hospital but the service covers all sites within the Surrey and Sussex Healthcare NHS Trust.

- You can visit us at East Surrey Hospital, Monday-Friday 0930 – 5pm
- Phone PALs on **01737 231958** (all sites)
- Email PALs [\*\*pals@sash.nhs.uk\*\*](mailto:pals@sash.nhs.uk)
- Write to PALs at the address below

### **Surrey and Sussex Healthcare NHS Trust**

East Surrey Hospital, Redhill, Surrey RH1 5RH

Tel: **01737 768511**

[\*\*www.surreyandsussex.nhs.uk\*\*](http://www.surreyandsussex.nhs.uk)

*We welcome all comments from our patients, and you can either write to the PALs team (details above) or leave a comment on the “Patient Opinion” link on our web site (bottom right hand corner).*

This information can be made available in other languages and formats, including larger text. Contact 01737 231958 for assistance.

我們可以提供這些資料的中文譯本和其他版本，包括大字體版。請致電01737231958要求協助。

CHINESE

આ જાણકારી મોટાં લખાણ સહિત, અન્ય ભાષાઓમાં અને ફોર્મેટમાં ઉપલબ્ધ થઈ શકશે.  
મદદ માટે 01737231958 પર સંપર્ક કરો.

GUJARATI

NINIEJSZE INFORMACJE MOŻNA OTRZYMAĆ W INNYCH JĘZYKACH I FORMATACH, NP. DUŻYM DRUKIEM  
DZWONIĄC POD NUMER 01737231958

POLISH

PODEMOS DISPONIBILIZAR ESTA INFORMACÃO NOUTRAS LÍNGUAS E NOUTROS FORMATOS, INCLUINDO  
TEXTO GRANDE. CONTACTE O 01737 231958 PARA RECEBER AJUDA

PORTUGUESE

یہ معلومات دوسری زبانوں اور صورتوں میں مل سکتی ہے، جس میں بڑے حروف میں  
عبارت شامل ہے۔ مدد کے لئے 01737 231958 پر فون کریں۔

Further information on eye health and practical services for people with low vision to lead fuller and more independent lives:-

**RNIB** [www.rnib.org.uk](http://www.rnib.org.uk)

**SAVI:** (Surrey Association for Visual Impairment, a registered charity) [www.surreywebsight.org.uk](http://www.surreywebsight.org.uk)

**4Sight Sussex** [www.4sightsussex.co.uk](http://www.4sightsussex.co.uk) (a registered charity supporting partially sighted people)