Welcome
to Moorfields
Welcome to Moorfields

Thank you for choosing Moorfields for your eye care. We look forward to meeting you and have created this booklet to help you prepare for your appointment with us. We hope you find it useful.

Our main focus is the treatment and care of NHS patients with a wide range of eye problems, from common complaints to rare conditions that require treatment not available elsewhere in the UK. The volume and variety of conditions treated by our clinicians enables them to develop a unique range of skills and knowledge.

We treat people in more than 20 locations in and around London, which means that patients can have access to consistently high quality care closer to where they live and work.

With our partners at the UCL Institute of Ophthalmology, we are a national and international centre for research into eye conditions and treatments, leading one of the strongest and most extensive ophthalmic research programmes in the world.

We are also a major force in teaching the eye specialists of the future. Our experts provide teaching and training for a wide range of eye health professionals, including clinicians from around the world who come to learn from us.
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Preparing for your appointment

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 online at [www.moorfields.nhs.uk/yourvisit](http://www.moorfields.nhs.uk/yourvisit) or by calling the booking centre in the location where you have your appointment. This number should be included 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.
Cancellations by us
We try to keep every appointment we make, but medical emergencies and unexpected events mean that we sometimes have to cancel appointments. If this happens, we will arrange a new appointment as quickly as possible. Please note that we are unable to reimburse you for any costs incurred as a result of a cancellation.

Text message reminders
If you have given us a mobile phone number, you should receive a text reminder of your appointment. Some services also call in advance to remind you about your appointment. Please help us by letting the booking centre or a member of clinic staff know if you change your mobile phone number. We will use your mobile phone number only to contact you about your appointment(s) or about hospital events that might be of interest. We will never pass your details on to any third party.
Travel arrangements
Check the location of your appointment on your appointment letter. Moorfields runs services in several different locations, so it is important you come to the right place. You should have received a map or travel instructions for the location where you will be treated with your appointment letter. You can also find out more about each of our locations online at www.moorfields.nhs.uk/ourlocations, along with a journey planner and details of any parking restrictions or charges.

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 again. Please arrange for someone to pick you up after your appointment as necessary.

Patient transport
We can provide a patient transport service for patients who are medically restricted from using public or private transport and who may require the assistance of drivers trained in first aid during their journey. Provision of patient transport is dependent upon you meeting certain criteria.
To qualify, we need written confirmation from your GP, another community clinician or local clinical commissioning group stating:

- The medical reasons why you are restricted from travelling by public or private transport
- How the reasons provided restrict you
- If you require a medical escort, friend or relative to travel with you on the patient transport vehicle, the medical need for this will also need to be recorded in the written confirmation

Please note that we do not provide transport for patients attending our A&E department; hospital transport is available only if you are attending booked clinical appointments and meet the criteria set out above.

For further information, please contact our front-of-house service transport section: ☎️ 020 7566 2208/9.
Hospital travel costs scheme
If you are on any of the benefits listed below, we may be able to reimburse your travel costs using our hospital travel costs scheme (HTCS). Please note that we can reimburse you only for the cheapest form of transport.

- Income-based job seekers allowance
- Guaranteed pension credit
- Income-related employment support allowance
- Tax credit exemption certificate
- Universal credit
- HC2 or HC3 (for partial help)

Please bring the following items with you so that we can reimburse your travel costs at your visit:

- Proof of your identity, such as a passport or driving licence
- A valid benefit document dated within the last 12 months
- A ticket or oyster card or fuel/parking receipt
- Your appointment card or letter
- Your escort’s fares can be reimbursed if you are
registered sight- or severely sight-impaired, or registered disabled. Please bring proof of your disability to make your claim.

For further information, please call the cashiers team: ☎ 020 7566 2400.

**Booking an interpreter**
If you need an interpreter, please contact the service where you are being treated as soon as possible so that we can arrange this. You will find contact details for your service either on your appointment letter or online at [www.moorfields.nhs.uk/ourservices](http://www.moorfields.nhs.uk/ourservices).

**What to bring with you**
Please bring the following items with you to your appointment:

- Your appointment letter or appointment card
- Medicines or eye drops in correctly-labelled 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
On arrival
Show the staff at the main reception desk your appointment letter and they will direct you to the correct clinic. Our clinics are very busy. Please aim to arrive on time for your appointment. However, our clinics see people in appointment order, so arriving earlier than your appointment time does not mean that you will be seen earlier.

In the clinic, a clerk will check your details and let the clinical staff know that you have arrived. You might be asked to complete some paperwork to confirm that we have up-to-date information about you.
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. Tell the clerk if you are leaving the waiting area for any reason – they will make sure you do not miss your slot if you are called while you are away.

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 about four hours so you will not be able to drive home from your appointment.

- **Optical coherence tomography (OCT) tests** – this is a non-invasive test that uses light waves to take pictures of your retina, the light-sensitive tissue lining the back of the eye. These pictures help with early detection and diagnosis, and guide treatment for certain conditions.

- **Visual fields** – this simple non-invasive test checks your central and peripheral vision. You will be asked to fix your gaze on one location and say whether you can see small lights or objects in various places around your field of vision. Problems with your visual field can identify and monitor some eye conditions, such as glaucoma.
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- **Blood tests (phlebotomy)** – a blood sample is taken to detect any medical conditions that might be affecting your vision

- **Ultrasound scan** – this provides images of the inside of your eye. A small probe is smeared with a liquid gel and moved over your closed eyelid

- **Refraction** – a glasses check to measure whether you are long- or short-sighted
Who will I see?
You are likely to meet several different staff during your visit. All are professionally trained to work together to care for you and answer any questions. Staff you might see include:

- **Ophthalmologists** – doctors who specialise in eye disease and surgery. A consultant ophthalmologist will have overall responsibility for your care and will generally be a specialist in one area of ophthalmology, such as cataract or glaucoma care. Consultants often have several trainee ophthalmologists working under their supervision. These trainees will have qualified as doctors at least four years ago and will have a minimum of two years’ previous ophthalmology experience.

- **Nurses** – our nurses are specially trained in eye care and can provide a range of treatments and tests, as well as offering information and advice.

- **Orthoptists** – assess eye problems that relate to the movement of the eyes and how the eyes work together.
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- **Optometrists** – examine and test your eye sight, advise on visual problems, and prescribe, fit and supply spectacles or contact lenses. Optometrists are trained to recognise, and in some cases treat, eye disease, working with an ophthalmologist.

- **Clinic clerks** – help with the administration of your care. Clerks are responsible for the clinic reception, taking telephone calls, booking and cancelling appointments, and managing and recording patient information.

Nurses in clinics wear uniforms, and all healthcare professionals and support staff wear an identity badge so you know who they are, what they do and why they are there. Please ask if you cannot see someone’s identity badge and they will be happy to show it to you.
Providing information and consenting to treatment

Please ask as many questions as you like about your treatment. We want to make sure that you fully understand your condition and the choices of treatment available. Before you receive any treatment, a doctor, nurse, therapist or pharmacist 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. Leaflets are also available in the health hub in the main entrance of our City Road hospital. The most popular leaflets are translated into the three languages most frequently requested by patients who need an interpreter, and Braille copies are held in the health hub and PALS office.
Students and teaching arrangements
Moorfields is a teaching hospital. This means that we train a variety of qualified health professionals in specialist areas of eye care both in clinics and operating theatres. We also train unqualified medical students. We will introduce you to any students we would like to be involved in or to observe your care. You can choose not to have a student present. This will not affect your treatment in any way.

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. The criteria for such projects are very specific and vary according to what individual trials are trying to achieve. Participation in a study might not always require an ongoing commitment. For example, we might ask you simply to provide a blood sample or to answer a questionnaire.

If a member of our staff thinks you might meet the specific criteria for a study, they will discuss it with you in detail. You might be approached during your visit to the hospital, or receive a letter or phone call after your visit. You will be given time to consider
whether you would like to take part and what the implications will be for you.

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 research trial, please contact the clinical service treating you – contact details are on our website: https://www.moorfields.nhs.uk/services.

For more information, please visit: https://www.moorfields.nhs.uk/research.
Infection control
We have a strong track record on infection control. To maintain this, our clinical staff should be “bare below the elbow” and clean their hands before they treat you. Please ask if you are worried they have not done so.

You can also help us:

- Always clean your hands by washing them with soap and water or using the hand gel provided
- Please tell your nurse or doctor if you have had any recent infections
- If you or someone else at home has a chest or respiratory infection, a bad cold or flu, or is unwell with vomiting or diarrhoea, please re-arrange your appointment

We have a comprehensive range of leaflets about infection control on our website:

VERBOSE www.moorfields.nhs.uk/content/infection-control.
Mobile phones
You may use your mobile phone at Moorfields, but please check with a member of staff that it is safe to do so if you are on a ward or in an area with sensitive medical equipment. Please also respect other patients and try to keep your voice down when talking on your mobile. During your consultation, please switch your phone to silent. To protect their privacy and confidentiality, please do not take photographs of patients or staff while on any of our premises.

Web and social media use
You are welcome to use your smartphone/tablet to browse the web and engage with social media on our premises, but please ensure that any such activity is appropriate and avoid sites that other visitors or staff might find offensive or threatening.

Food and drink
There are various options for food and drink in all of our locations – just ask a member of staff for more information.
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Religious facilities
Multi-faith facilities are available at the main hospital and in our larger satellite locations. Please ask a member of staff if you would like to use these facilities at any point while you are in our care.

Smoking
Smoking is not permitted anywhere on Moorfields’ premises, including at entrances. Please respect other visitors and move well away from our grounds if you want to smoke.
Prescriptions and medications
If the doctor prescribes new or different medication, he/she 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 hospital 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. If you are expecting a letter, please call to let us know if you do not receive one.

Staying overnight
Most patients at Moorfields are treated and return home on the same day. If you need to stay overnight for clinical reasons, you will be cared for on the observation bay in our City Road hospital, or on the
inpatient ward at Moorfields Eye Centre at St George’s Hospital in Tooting.

We can also provide overnight hostel care at our City Road hospital either before or after surgery for patients who are travelling from long distances. Please note that you must be able to care for yourself to use this facility. There is no nursing or medical staff cover, except in emergencies. We are also unable to accommodate visitors in the hostel. For more information, please call the pre-assessment unit on ☏ 020 7566 2393.

Accommodation for families with children receiving specialist treatment is available in our children’s centre. This accommodation is run by the Ronald McDonald House charity. Please visit 🌐 rmhc.org.uk/moorfields for more information.

Details of local hotels can be found on our website: 🌐 www.moorfields.nhs.uk/yourvisit.
Physical and learning disabilities and dementia

We can place a “helping hands” sticker on the front of your healthcare record if you have a disability, are frail, visually or hearing impaired, or need any support while you are in our care. This tells our staff that you may need extra help. Please ask your clinic or ward nurse about “helping hands” stickers if you need a little extra support during your visit.

We also have “patient passports” for people with a learning disability, and “This is ME” booklets for those with dementia. These help us to support you better during your appointments by telling us, for example, how you like to communicate, and what you like and dislike. We can also put a note on our computer appointment system if you are happy for us to do so. This warns us that you have an appointment and helps us prepare for your visit.

We also have easy-read patient leaflets available, and each ward and clinic has a learning disability “champion” and dementia link. These staff will help your visit go smoothly. Please ask to speak to them when you arrive if you would like their help.
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Patient advice and liaison service (PALS)
Our PALS team can guide you through the different services available at Moorfields, help resolve any problems, and act on your behalf by liaising with colleagues to resolve your concerns. They can also help you make a formal complaint.

You can visit the PALS office on the ground floor of our City Road hospital from Monday to Friday, 9am to 5pm. Alternatively you can contact them on:

☎ 020 7566 2324 or 020 7566 2325
✉ pals@moorfields.nhs.uk.

Patient support service
Our integrated patient support service includes nurse counsellors, eye clinic liaison officers (ECLOs) and the Certificate of Visual Impairment (CVI) team. Together, the team provides help and advice for patients who have to deal 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, which range from help with staying in work to visual aids.

To find out more, please contact the team directly on:

☎ 020 7566 2385.
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** – a simple and effective way to help us understand patient satisfaction with our services. 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. Please take the time to complete this test as it helps us and our patients.
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- **Patient advice and liaison service (PALS)** – the PALS team can also advise on how you can make a complaint. See page 26 for full information and contact details

- **NHS Choices** – you can post comments about Moorfields’ services on the NHS Choices website at www.nhs.uk. We always try to respond to feedback on NHS Choices, but it can be difficult for us to answer concerns fully in this way, especially if they are about specific issues. The best way to get a full response is to contact our PALS team (see page 26)

- **National surveys** – we participate in the national A&E and outpatient surveys, and commission our own day-care surveys. If you are sent a questionnaire, please try to complete and return it so that we can learn from your experiences and make improvements as necessary in future
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
- Train and educate staff
Protecting your privacy
Your health records are confidential. Your privacy is protected under the:

- Common law duty of confidentiality
- Data Protection Act 1998
- Human Rights Act 1998

Everyone who works for the NHS has a legal duty to maintain the highest level of confidentiality. There are strict rules about keeping records – on computer and on paper – so that they are secure. Only authorised people have access to your record.

To make sure you receive the care and treatment you need, we might need to share the information in your health record with other professional staff and organisations. We will normally tell you before we share your information and will confirm that you agree to this. Where possible, we will give you a copy of any letters we write about you.

Sometimes, we have a legal duty to provide information about people and, in exceptional circumstances, records may be shared without the patient’s consent.
How you can help us to keep your health record up to date

- Let us know when you change address or name
- Keep a note of your unique NHS number
- Tell us if any information in your record is incorrect
- Give your consent so that we can share information about you to make sure you receive the right healthcare
- Tell us if you change your mind about how we share the information in your record
- Do not let anyone – insurers, mortgage lenders, employers, solicitors – look at your records unless you are sure it is necessary

Accessing your health record
To see a copy of your health record, or for further information about our records system, please contact our health records manager:

📞 020 7566 2200
✉️ recordsrequest@moorfields.nhs.uk.
Patient monitoring data
We send all new patients an outpatient questionnaire asking for a range of equality data. Monitoring this data helps us to understand health issues related to specific groups, and to promote equality and examine underlying causes of inequalities. It plays an important role when planning services as it tells us how specific groups access and use services, and the prevalence of different health conditions, risk factors and health outcomes among different communities.

The information we collect is collated for use in statistical analysis, entirely anonymously. We are not interested in any individual’s lifestyles and we are mindful of the need to protect personal information. We are looking for trends so that we can improve our services in future.

Research and charity projects
Sometimes, we would like to use information about you to support our research into eye conditions, or for charitable purposes. You can find out more about this under “research projects” on pages 18 and 19, and “Moorfields Eye Charity” on page 35.
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 will receive:

- Our triannual magazine, *In Focus*, which provides information about Moorfields, and the latest developments in treatment and research
- Invitations to patient days that focus on topical and current eye health issues
Invitations to events such as our annual general meeting, and the opportunity to participate in social events such as the summer exhibition, workshops and fundraising events

As a member you can:

- Give us your views on our services
- 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 Moorfields Eye Charity

To find out more or to request a membership pack, please contact:

📞 020 7566 2490
✉️ foundation@moorfields.nhs.uk.

You can also find out more online:

🚀 www.moorfields.nhs.uk/membership.

**Take part in research**
See pages 18 and 19.
Support Moorfields Eye Charity
Moorfields Eye Charity supports Moorfields Eye Hospital and our research partners at the University College London (UCL) Institute of Ophthalmology, making a difference for patients at the hospital and for people with sight problems around the world. Charitable support is vital in helping the hospital to provide the best possible care, educating the researchers and clinicians of tomorrow and supporting ground-breaking research to develop new treatments for blinding diseases.

From time to time, we would like to send you information on the work of Moorfields Eye Charity. We would also like to share your data with University College London for information, solely for the purpose of related fundraising activities. If you would rather we did not use your name and address for the purposes of our charity (including creating a profile of your interests and preferences to ensure this information is used appropriately and you are not contacted unless it seems appropriate to do so), please write to the address overleaf.
Information Governance
Moorfields Eye Hospital NHS Foundation Trust
162 City Road
London EC1V 2PD

Please ensure that you include your full name and address.

To find out more about Moorfields Eye Charity or to donate, contact:
📞 020 7566 2486
✉️ eyecharity@moorfields.nhs.uk.

You can also find out more online:
🌐 www.moorfields.nhs.uk/eyecharity.

Volunteer for the Friends of Moorfields
The Friends of Moorfields undertake a range of activities to support the hospital and always welcome new recruits. Volunteering work includes staffing the shop and information desks, helping patients find their way around, running regular fundraising sales, and shaking collection tins at tube stations and other community locations. To find out more, contact:
📞 020 7251 1240
✉️ friends@moorfields.nhs.uk.
General enquiries
Our website – www.moorfields.nhs.uk – lists a range of direct dial numbers for individual services and departments. If you can’t find a direct dial number for what you need, or have a general enquiry, please call the main switchboard on 020 7253 3411.

Your call will be answered by an automatic system which will ask you for the name or department you require. If you don’t know who you need, simply say “operator” and you will be put through to one of our switchboard staff who will be able to transfer you to the right person or department.

You can also email info@moorfields.nhs.uk, but please note that this email address is not continuously monitored and cannot deal with individual medical queries or urgent requests for treatment.

Eye conditions or general eye health
Regular eye checks are important for everyone, particularly because some serious eye conditions do not have any visible early warning symptoms. It is especially important to have a regular check-up with an optician if there is a history of eye problems in
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your family. You can find lists of opticians in your area via the NHS Choices website at www.nhs.uk.

If you have a question regarding an eye condition or are worried about your eyes, we recommend that you contact your GP or optician in the first instance, or call the NHS 111 service. If your eye problem is urgent or sight-threatening, you can visit our 24-hour specialist A&E department at our central London hospital at City Road without an appointment.

You can also contact Moorfields Direct, our telephone advice line, on 020 7566 2345 for general information and advice about eye conditions and treatments. The advice line is generally open from Monday to Friday, 8.30am–9pm, and on Saturdays, 8.30am–5pm. It is staffed by experienced ophthalmic-trained nurses and optometrists.
Your right to treatment within 18 weeks

Under the NHS constitution, all patients have the right to start their 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 page 26 for contact details. For more information about your rights under the NHS constitution, please visit: 🔄 www.nhs.uk/choiceinthenhs.