

## First Outpatient Appointment – Ophthalmology Service

### Introduction

The Covid pandemic has had a significant impact on the NHS ability to provide routine elective services. We recognise that patients are waiting longer than we would all like and it is not always possible to identify when treatment will take place. This document provides you with information on how you are able to support yourself while waiting to attend the hospital. The guidance has been written by clinicians who are responsible for your care. Please read the following information in conjunction with the staying healthy guidance and also the clinical guidelines for your specific procedure/condition.

Ophthalmology is a medical speciality that cares for a wide range of conditions affecting the eyes.

### Guidance for Patients

What to bring to face to face clinics:

Any medicines, tablets or ointments you are currently using.

Your glasses and latest spectacle prescription with you.

Please be advised that you may be in the department for several hours for your appointment.

Please note that some eye drops used may blur your vision for a time and it is therefore not advisable to drive to and from your appointment.

### What should I do if my health is deteriorating?

#### EYE EMERGENCIES

If you have an urgent eye condition, please book a telephone consultation at the Eye Emergency Referral Service (EERS).

You will be spoken to by an expert clinician who will give you specialist advice on the next steps to take.

## My Planned Care Patient Information Platform

Please provide a phone number which you can be contacted on for the consultation. Please also be aware that you will be phoned as close to the allotted time as possible, although at busy times unfortunately there may be a delay.

Please also consider emailing a photograph of your affected eye(s) to [EERS@uhcw.nhs.uk](mailto:EERS@uhcw.nhs.uk) so that this may be used during your telephone consultation.

In the event that you feel you cannot wait to speak to someone then you may call **0247 696 4800**. This phone line is open **9am-1pm; 1.30pm – 5pm (Monday – Friday excluding bank holidays) and 9am-12pm (Saturday)**. Waiting times may vary.

In the event of an eye emergency out of hours, please attend the Minor Injuries Unit/Emergency Department.

Please only attend the Eye Outpatient department if you have had a telephone consultation in advance and have been advised to attend.

Alternatively please consider calling an approved Eye Care Centre in the community.

<https://www.coventryrugbyccg.nhs.uk/Health-Services/Eye-care-services>

## Contact Us

For emergency/ very urgent concerns please contact 02476964800 or the VR Secretary on 02476 966494

Secretary to Mr Park and Miss Lee on 02476 946494

Secretary to Professor Ahluwalia on 02476 966506

Secretary to Mrs Mehta on 02476 966508