



## Visiting the eye clinic?

Don't forget to **ASK** your eye doctor when your next appointment should be.

**TELL** the eye clinic if your follow-up appointment falls outside of the recommended timeframe you've been given.



The ROYAL COLLEGE of  
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# What the eye clinic will do to help you

**Timely appointments** – Your eye clinic must ensure that your appointments fall within the timeframe recommended by your eye doctor. Contact the eye clinic if your appointment is cancelled or delayed beyond this.

**Knowing what to expect** – Where possible, your eye clinic should tell you beforehand of any tests or treatment you'll have at your next appointment.

**Time to ask** – You should be given time to ask questions at each appointment. If there's anything you don't understand, it's OK to ask again.

**Contact information** – Your eye clinic should make it clear who to contact if you're worried about changes in your vision, or are having problems taking any prescribed medication.

**Accessible information** – Your eye clinic must provide appointment letters and test reminders in an accessible format.

**Access to support** – Your eye clinic should offer you access to emotional and practical support if needed.

# Help your eye clinic to help you

## Before your appointment

It's helpful to take the following with you:

- your appointment letter
- a list of current medications, including any eye drops
- your current glasses and a copy of your most recent eye test
- your diary or a list of suitable dates for tests, treatment or follow-up appointments

Make sure you know:

- your eye doctor's name
- the time and place of your appointment
- if any tests will temporarily affect your vision and ability to drive

You may want to:

- make a list of any questions or concerns



## During your appointment

**Take an active role** – Asking questions and knowing what's happening and why can make you feel more involved in your care. Eye care professionals are used to all kinds of questions and are happy to help.

**Treatment options** – You have the right to drugs and treatment recommended by the organisation NICE for use on the NHS, if they're clinically appropriate for you. Any treatment and possible outcomes should be clearly explained to you.

**Don't forget to ask** – It's really important that you know when you should return to the eye clinic. **Why not store this information on the back of this leaflet?**

## After your appointment

**Booking follow-up appointments** – Ask what the process is for booking your next visit. You may be able to book before you leave, or you may receive a letter at a later date.

**Know who to contact** – Find out who to contact if your appointment details don't arrive or if your appointment is cancelled or delayed beyond the recommended timeframe.

**Take any medication as prescribed** – If for any reason this isn't possible, tell the clinic. Being honest will help your eye doctor work out the best way to treat you.

**Give feedback** – Your views matter and help to improve the quality of eye care services. Why not share your positive or negative comments directly with eye clinic staff?

## When it comes to appointments, ASK and TELL!

**A** ask your eye doctor what timeframe your next appointment should fall within

**S** save the date once you know when your next appointment is

**K** keep it! Always turn up to your appointments

**TELL** your eye clinic if:

- your next appointment falls outside of the timeframe recommended by your eye doctor
- you wish to cancel or reschedule your appointment

Still having problems getting an appointment?  
Contact RNIB Campaigns Team on 020 7391 2123 or email [campaigns@rnib.org.uk](mailto:campaigns@rnib.org.uk)

Questions about glaucoma? Contact International Glaucoma Association on 01233 64 81 70

Questions about macular disease? Contact The Macular Society on 0300 30 30 111

Use the space below to write down the timeframe within which you next need to be seen. When you're given the date of your next appointment, jot that down too!

Your next appointment must be based on the timeframe recommended by your eye doctor.

Timeframe I need to be seen within	Date of appointment