

Information for Patients

Welcome to New Patients attending the Manchester Royal Eye Hospital

Here is some information to help make your first appointment with us run smoothly.

Your appointment

You have been asked by your doctor or optometrist to come to Manchester Royal Eye Hospital outpatients department to see staff who are specialists in eye problems. Your appointment letter or email gives you the time and date of your appointment and some details about where to go.

If you are unable to attend at this time, it is important that you let us know as soon as you can so we can use the appointment slot for someone else. When patients don't attend for their appointments without letting us know, it means that clinic time is not used well, waiting lists are longer and public money is wasted.

If you wish to rearrange, please telephone the clinic you are due to attend. The telephone number you need is shown on your appointment letter or card. Have your appointment letter with you when you call as it will have information on it that you will be asked for.

Please arrive 15 minutes before your appointment time (we understand that this may not be possible if arriving by ambulance). Arriving earlier than this does not mean that you will be seen by the doctor earlier, patients are seen in the order of their appointment time, not their arrival time.

Cancellations by the Hospital

Whilst we make every effort to make sure that appointments are not cancelled, there are occasions when, due to the unavailability of clinical staff, your appointment may have to be cancelled. If this is the case we will arrange a new appointment for you to be seen as soon as possible.

When you arrive

Follow the signs on site to the ground floor of Manchester Royal Eye Hospital. Once inside the hospital please report to the reception staff of the clinic indicated on your appointment letter and they will check you in.

The Outpatient units are arranged into eight modules which are labelled Eye A, B, C, D, E, F, G and H. These clinics are all accessed from the main atrium of the hospital.

The Macular Treatment Centre is on the 1st floor and is labelled Clinic J. There are lifts available in the main atrium.

Manchester Royal Eye Hospital is part of Manchester University Foundation Trust and as the site is very large it can take a considerable amount of time and effort to walk from one part of the hospital to the other.

It may be easiest to be dropped off at the front of Manchester Royal Eye Hospital via The Boulevard if you are not able to walk across the site.

What to bring with you

When you come to the eye clinic please remember to bring the following items with you to ensure that we can complete all the investigations required so you will not need to return unnecessarily:

- If you wear glasses, please bring your current reading and distance glasses.
- If you are a contact lens user, please bring your contact lens cases and any other equipment that you might need to store your contact lenses, which will need to be removed during your eye examination. Alternatively bring a spare pair of glasses.
- Sunglasses for when you leave. The hospital atrium is very bright and if you need to have drops to dilate the pupil of your eye, sunglasses may make you more comfortable.

- Information about any medication that you are taking. Take your tablets/medicines/insulin as normal before your appointment unless advised otherwise by your doctor.
- If you are a diabetic, please inform the nurses in clinic on your arrival. It is advisable to bring a snack with you as refreshment facilities are not always available in the clinic areas.

What to expect

We will do all we can to give you the best possible outcome from your time spent in the eye clinic. To minimise the number of visits you must make to the hospital, we try to carry out all the tests you need during one visit. You are therefore likely to be at the hospital for 2-4 hours depending on which tests you need.

The amount of waiting time will vary from patient to patient. We do our best to make sure that each patient is seen as quickly as possible, but please remember that there may be some waiting between tests, and then a wait before you see the doctor or nurse. If you have any questions about your waiting time, please ask the nurse in charge of your clinic.

Following your arrival in clinic we will carry out a distance vision test (called a visual acuity eye test). You will be asked to read from a letter board with each eye in turn before arranging any further tests you may need.

Eye drops may be required to enlarge your pupil (black part of the eye) and these take about 20-30 minutes to take effect. These drops blur your vision for between 6-8 hours, although sometimes the effects may last longer. We advise that **you do not drive yourself** to the appointment and do not drive until your vision has returned to normal for your safety and the safety of the public.

Who will you see?

Each Consultant leads a team of doctors, nurses and optometrists so you may not see the consultant personally at each appointment. However, all consultants provide expert supervision and teaching of doctors in their teams and are made aware of the management of all their patients. We always ensure that the doctor you see is competent and capable of providing a good quality of care.

If you are attending for a “Virtual Clinic”, your doctor will not be present in clinic, but you will complete a questionnaire with a team member so any questions you may have can be written down and answered by the doctor in your appointment summary letter.

As a national centre of excellence, research and training is an important part of our work and medical students may be present during your consultation. We may also invite you to take part in research studies within the Trust; however, this is voluntary and your decision will not in any way affect your treatment.

You can find out more about our hospital services on the Trust website.

www.mft.nhs.uk

Possible delays

Every effort is made to make your waiting time at our clinics as short and as comfortable as possible. Sometimes we are very busy and there may be unavoidable delays.

You may also be kept waiting for any of the following reasons:

- The doctor may need to spend more time than was anticipated with some patients.
- Emergency cases may have to be seen.
- Doctors may be delayed or called away.
- Some patients arrive late.
- On occasions, it may be necessary to prioritise patients who are travelling by hospital transport or patients who are unwell.

You may notice that a patient who arrived after you is called forward before you. We make sure that we see each patient in their turn and the only reason that a patient would be seen before you will be because they require different tests from yours. There may many different consultant clinics being held in one clinic area at the same time and again it may seem that patients arriving after you are seen before you. These patients are most likely being seen by a different team.

We would ask that you please be patient, and we will aim to see you as soon as possible. We will keep you informed of waiting times on the day. However, if you are unsure how long your clinic appointment is likely to take, please ask a member of staff.

How to get to the Hospital

We have sent an information leaflet and a map with this letter. The map also provides information about public transport and how to get here by road.

There are also directions on our website at www.mft.nhs.uk

If you require times of public transport telephone: **GM Buses on (0161) 228 7811 or British Rail on 0845 7484950.**

NHS Transport

Ambulance transport can only be authorised by your doctor. If this is your first visit and you need ambulance transport for medical reasons, please contact your family doctor (GP) who will be able to make the necessary arrangements. Please give your GP as much notice as you can.

If you require transport for further visits, this may be arranged by us. We would normally ask whether family or friends are able to arrange transport for you if this is possible.

Car Parking

There is a small drop-off car park on the Boulevard outside our main entrance where you can be dropped by car or taxi. This is a short-stay car park (20 mins maximum stay) except for a limited number of wheelchair parking spaces.

The Trust has two main multi-storey car parks; one situated on Grafton Street and one on Hathersage Road. Both car parks operate a Pay on Foot system, which means that you pay your car parking fee prior to returning to your vehicle and driving to the exit.

A Fixed Penalty System and wheel clamps are in operation all around the Trust in order to ensure safe parking for all and ensure the Trust maintains full access at all times. The tariffs are as follows:

0 – 30 minutes – Free	Up to 5 hours - £6.00
Up to 2 hours – £3.00	Up to 7 hours - £10.00
Up to 3 hours – £4.00	Over 7 hours - £15.00
Up to 4 hours - £5.00	Weekly ticket £20.00
Monthly ticket - £40.00	

Additional Support

If you do have any additional needs, please contact the department before your appointment so that we can make appropriate arrangements. There is a Henshaws Eye Clinic Patient Support Officer based at the hospital five days a week. They can offer:

- Someone to talk to in confidence.
- A quiet meeting place in the hospital.
- A link with your consultant if you need to know more or need something explained further.
- Medical information explained in a clear way that's easy to understand.
- An opportunity to discuss your concerns.
- Information about practical help, advice on local services, equipment and benefits.

To arrange an appointment or find out more, you can contact the service on (0161) 276 5515 Monday – Friday 9.00 am – 4.30 pm or ask during your appointment.

Food, Drinks and Snacks

There are a number of cafés within the hospital where a variety of hot or cold food, drinks and snacks are available.

Infection Control

The prevention and control of infection is a top priority for Manchester University NHS Foundation Trust.

All NHS organisations must ensure that they have effective systems in place to control healthcare associated infections, and we are fully committed to ensuring resources are allocated to effectively protect patients, their relatives, staff and visiting members of the public. Please use the hand gel provided at the entrance and exit of each clinic.

Questions

We encourage you to ask staff if you have any questions about your care. Write down any questions you may have before you attend clinic. Don't be afraid to ask if you don't understand. For example, "Can you say that again? I still don't understand." If you don't understand any words, ask for them to be written down and explained.

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....