

Manchester Royal Eye Hospital at Altrincham
Vitreoretinal Services

Information for Patients

Vitreoretinal Urgent Clinic (RETFEL Clinic)

You have been referred by a healthcare professional to attend the vitreoretinal urgent clinic. This leaflet will help you understand how the service will be provided to you.

Information for Patients who may need treatment

- You have been referred to this clinic for a retinal condition that requires urgent treatment. All patients referred to this clinic are classified as emergencies and how you are accommodated for your treatment is decided by the clinic doctor based on the priority of your condition. The priority can change throughout the day as new urgent patients can be referred to this clinic. This means we do not operate on a first come first served policy and your treatment may or may not be on the day of your clinic appointment. Even when the date for treatment has been given to you, we may have to rearrange it at times to make way for more urgent cases.
- If you have not been told a definite plan for your treatment on the day of your clinic appointment, you will be contacted by the vitreoretinal team about it through your mobile or home phone. Please ensure your contact details are correct and kindly stay contactable. It is not necessary for you to ring other departments in the Eye Hospital as they do not deal with patients from this urgent clinic and may not have all the necessary information at hand.
- You may be given instructions to starve (nil by mouth) from a certain time. Please continue to starve until you hear from us. If no starving instructions have been given, please continue to take your medication and diet as normal.
- You may be asked to return the next day for a review after your treatment. It is important for you to make every effort to attend this review. You will be given an appointment after your treatment.

Waiting times

The vitreoretinal urgent clinic provides very specialized care and accepts referrals from the Northwest region of England. The length of waiting time is dependent on your clinical condition, the number of referrals made to this clinic, the necessary assessments and investigations required for your diagnosis, and the time of receiving your treatment. You may be required to wait until midday to receive an outcome of your appointment, and a whole day if you require any immediate treatment such as laser or surgery. We will try our best to keep you informed of your care plan as much and as soon as possible and expedite your management according to clinical needs.

Information for follow-up patients

1. You may be booked into this clinic for monitoring of your retinal condition. This appointment is important for us to closely monitor your retina and identify if there are any issues that may suggest urgent treatment is required. If treatment is necessary for you, please accept that there may be a waiting time.
2. You may be booked into this clinic for a post-treatment check. This clinic service is provided by specialist doctors and nurses who can help manage if you have any post-treatment issues or complications. Please accept that there may be a waiting time.

You may require a future appointment. The receptionist will inform you of the details at the end of the clinic or an appointment letter will be posted out to you.

If you require emergency treatment, you can contact the Emergency Eye Department which is open from 8.00am to 8.00pm every day. Outside of these hours please contact Ward 55 open 24 hours every day. These departments can be contacted via the hospital switchboard on (0161) 276 1234 asking to be put through to the Emergency Eye Department or the ward.

For non-urgent queries, you can leave a voice message to the Vitreoretinal Specialist Nurses phone on (0161) 701 4820 and we will get back to you as soon as we can.