

Manchester Royal Eye Hospital

Information for Patients

Welcome to Patients Attending the Manchester Royal Eye Hospital at Altrincham Hospital

Getting to the Altrincham Hospital by car

Altrincham hospital is located in Altrincham town centre and has limited parking. If you travel by car, please allow extra time to find nearby public parking. The nearest pay and display public car park is Goose Green, 5 Denmark St, Altrincham WA14 2FF which is a 2-minute walk to hospital.

There are three disabled parking spaces at the hospital. To pre book one of these spaces please telephone Altrincham hospital reception on (0161) 413 7700 Monday - Friday between 8.00 am and 4.00 pm.

By bus, train or tram

Altrincham Hospital is less than a 10-minute flat walk from the bus, train, and tram exchange.

Your appointment

An appointment has been booked for you to attend the Manchester Royal Eye Hospital out-patients department in Altrincham hospital to see our experienced staff who are specialists in eye problems. Your appointment card or letter gives you the time and date of your appointment. You may also receive confirmation by text. Please read the letter carefully to ensure you attend the correct hospital site.

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 and make sure your appointment is rescheduled. 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 cannot attend your appointment and wish to rearrange it please telephone the clinic you are due to attend. Have your appointment letter with you when you call as it will have information on it that you will be asked for.

The telephone number you need is shown on your appointment letter, alternatively you can call (0161) 413 7746/7 Monday -Friday 08.00am -5.00pm and the nursing team will be happy to assist with your enquiry.

Please do not arrive more than 15 minutes before your appointment time (we understand that this might not be possible if arriving by ambulance). Arriving earlier does not mean that you will be seen 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 might have to be cancelled. If this is the case, we will arrange a new appointment for you as soon as possible.

When you arrive

Enter the hospital via the main entrance and follow the signs on site to the out-patients department on the first floor, please report to the main reception desk on the first floor.

What to bring with you?

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

- If you wear glasses please bring your 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.
- You should also consider having someone with you to ensure you can get home safely in case your sight is still blurred after your appointment. Due to limited space in the waiting area, we ask patients to restrict the number of people accompanying them to one wherever possible.

- All tablets/eye drops/medicines/insulin 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 do all we can in order to give you the best possible outcome from your time spent in the eye clinic. To minimise the number of visits you have to make to the hospital we try to carry out all the tests you need during one visit. You therefore could be at the hospital for up to 2 hours.

The amount of time you wait 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 could be some waiting between tests, and then a wait before you see the doctor.

Following your arrival in clinic a nurse 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.

Clinic nursing staff will then look to see if you require further tests before you see the clinician.

Eye drops might 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 can last longer. We advise that you **do not drive** yourself to the appointment and **do not drive** until your vision has returned to normal.

You might 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 a patient would be seen before you is because they require different tests from yours. There could be a number of different clinics being held at the same time and it might seem that patients arriving after you are seen before you, but these patients are most likely being seen in a different clinic.

Who will you see?

You will be seen by Manchester Royal Eye Hospital clinic staff. This might include doctors, optometrists, orthoptists, technical and nursing staff.

Possible delays

Every effort is made to make your waiting time at our clinics as short and as comfortable as possible. Sometimes we are really busy and there can be unavoidable delays. You might also be kept waiting for any of the following reasons:

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

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 any delays on the day.

NHS Transport

Ambulance transport for new patients 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 should be arranged by yourself. Due to the demands on the hospital transport service, we normally would ask whether family or friends are able to arrange transport for you if this is possible.

Additional Support

If you do have any special needs, or mobility issues please contact the department before your appointment so that we can make appropriate arrangements.

Questions

We encourage you to ask staff if you have any questions about your care. Write down any questions you might have before 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 them to be written down and explained.

