



Patient information-accident and emergency

Moorfields A&E at City Road

Welcome to the accident and emergency (A&E) department at Moorfields Eye Hospital. This leaflet will explain what to expect during your visit to our A&E department and how you will be assessed by our staff. Our hospital is a specialist eye hospital and we treat eye problems only. If you have a general health problem, you should go to your local general A&E department or contact your GP.

Upon arrival at A&E:

Please take a ticket from the welcome kiosk and seat yourself in front of the reception desk. You will be called forward by the receptionist, who will be seeing patients in order of number. The receptionist will ask you for some personal details so that they can register you onto our computer system. You will then be asked to take a seat outside the triage (initial assessment) rooms where you will be called by name to see a nurse or doctor. This process helps us decide how urgent your eye problem is and if it is vital for you to be seen today.

Please remember that the decision made about your treatment is based upon clinical expertise and your individual needs. We therefore ask that

you respect our doctors' or nurses' decision on the treatment that has been considered best for you. Please note that we have a **zero tolerance to verbal and physical aggression shown towards our staff.**

If it has been decided that you **do not need to be seen today** one of the following may happen:

1. You may be given an appointment in our urgent care clinic (UCC) before you leave A&E. Our urgent care clinic is based in Cayton Street opposite A&E and treats patients with less urgent eye problems.
2. You may be advised to see your GP or optometrist for a referral to your local eye clinic or to another clinic.
3. You may be asked to return to Moorfields Eye Hospital at City Road at a different time
4. You may be told that there is no professional treatment required.

Categories of A&E care:

If it has been decided that you do need to be seen today, you will be classified as one of the 4 categories below:

- 2 – Very urgent cases that need to be treated straight away by the doctor/nurse.

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- 3 – Urgent cases that need to be treated within an hour by the doctor/nurse.
 - 4 – Less urgent cases that still need to be seen today by the doctor/nurse
 - 5 – Cases that may be treated by a specially-trained ophthalmic emergency nurse practitioner (ENP).

If you have been placed in categories 2-4, you will be examined by a nurse who will ask some questions, check your vision and carry out any relevant tests, after which you will be asked to wait to see a doctor.

If you have been placed in category '5', you will see one of our ophthalmic emergency nurse practitioners, who will carry out a full examination and give you the appropriate treatment. Our aim is to see, treat and discharge all patients within four hours. This is the national target for A&E departments and we make every effort to see you within this time frame. We appreciate your patience and understanding while waiting for our doctors or nurses to see and treat you.

Please note:

- There is very limited seating space in the waiting area. Once you have been to see the triage team, we tend to prioritise this area for patients who are waiting to be seen. We therefore ask that you are accompanied by one person only whilst waiting to see the doctor or nurse.

- Patients are seen according to their clinical priority, and not necessarily their time of arrival.
- Priority may be given to children and patients who are generally unwell, as they may need to be seen more urgently.
- Patients with potentially contagious eye conditions will be asked to wait in a separate area.
- If you start feeling unwell while you are waiting, please tell a member of staff, who will ensure that you are assessed by our nursing or medical team and given the appropriate care.
- If you are experiencing pain, please tell the triage nurse or doctor, who can give you some pain relief medication, either in the form of eye drops or tablets.
- If you have any further questions, please do not hesitate to approach any of our staff – we are always happy to help.

Facilities available during your A&E visit:

Toilets:

The nearest toilets can be found along the corridor next to the triage cubicles – please follow the yellow line on the floor from the main A&E waiting area for guidance.

Drinking water:

Water dispensers can be found in the A&E waiting area.



Shops

- There is a Costa coffee shop on the ground floor where you can buy hot drinks and snacks – follow the yellow line for guidance.
- There is a shop, run by the Friends of Moorfields where you can buy drinks, snacks, magazines, papers and other goods. It is located opposite the main clinic area on the ground floor (follow the yellow line for guidance).

Vending machines

If you are in A&E at a time when the shops are closed, there are several vending machines available, selling a variety of drinks and snacks. These can be found in A&E and next to the coffee shop on the ground floor.

Pharmacy

If you have been given a prescription for medications after being seen in A&E, these will be dispensed for you by pharmacy or A&E staff.

If you have any questions, please don't hesitate to speak to one of the A&E staff. You can leave the A&E department without losing your place but please inform a member of staff when you leave and when you return.

NHS Friends and Family Test

A new way to give us your feedback
The staff caring for you today would like to know what you thought of the service they provide.

We will text you to ask whether you would recommend our A&E department to your friends and family. Personal details or mobile number will not be linked to your feedback. To see what we do in response to your feedback, please go to the Moorfields website. Thank you for contributing and helping shape the future of patient experience at Moorfields A&E

If you don't have a mobile phone or would prefer to share your thoughts on a paper form, please ask one of the staff. You can also complete the test online at:

www.moorfields.nhs.uk/content/moorfields-friends-and-family-test-fft

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Moorfields Eye Hospital NHS Foundation Trust

City Road, London EC1V 2PD
Phone: 020 7253 3411

www.moorfields.nhs.uk

Moorfields Direct telephone helpline

Phone: 020 7566 2345

Monday-Friday, 8.30am-9pm

Saturday, 9am-5pm

Information and advice on eye conditions and treatments from experienced ophthalmic-trained nurses.

Patient advice and liaison service (PALS)

Phone: 020 7566 2324/ 020 7566 2325

Email: moorfields.pals@nhs.net





Moorfields' PALS team provides confidential advice and support to help you with any concerns you may have about the care we provide, guiding you through the different services available at Moorfields. The PALS team can also advise you on how to make a complaint.

Your right to treatment within 18 weeks

Under the NHS constitution, all patients have the right to begin consultant-led treatment within 18 weeks of being referred by their GP. Moorfields is committed to fulfilling this right, but if you feel that we have failed to do so, please contact our patient advice and liaison service (PALS) who will be able to advise you further (see above). For more information about your rights under the NHS constitution, visit www.nhs.uk/choiceinthenhs