



Queen Victoria Hospital
NHS Foundation Trust

Corneo-Plastic Eye Clinic

Patient Information



Our clinic is situated next to the Hurricane Cafe and your appointment letter will tell you where you need to report.

When you arrive at the outpatient area, please check in at the patient kiosk. If there are any changes to your personal information or GP, please report to the clinic reception where the staff will update your records.

The majority of our clinics are for consultation only. We advise you to **allow up to 3 hours for your appointment**, because of the checks that are required before you are seen by a doctor. However, the appointment may take longer than 3 hours if you:

- need to undergo other diagnostic tests such as X-rays
- need to be seen by more than one professional during your visit
- are offered treatment on the same day (under local anaesthetic)
- have pre-assessment on the same day as your outpatient appointment if you are scheduled for a procedure that day

Please ensure that you pay the appropriate car park fees at one of the pay and display machines. More details can be found on our QVH website: www.qvh.nhs.uk

If you are attending a cataract clinic for the first time and wear contact lenses, **you must not wear your contact lenses for a period before your appointment:**

- **2 weeks for soft lenses**
- **4 weeks for hard contact lenses**

Please note that you **will not be able to drive home from the cataract clinic** because we will have used drops to dilate your eyes. Please ensure there is someone to drive you home.

Each time you visit, your vision will be tested as a legal requirement. As your eyes may be dilated on these visits you will need someone to drive you home.

If you attend the minor procedure clinic, you will be unable to drive and will need to have someone to drive you home.

If you feel unwell on the day of your appointment, please call the number on your appointment letter for advice. If you feel ill whilst in the clinic please tell a member of staff as soon as possible.

Please note that there is limited seating in the patient waiting area. With the exception of children and patients who require a carer with them, at busy times we ask that anyone accompanying you to your appointment wait in one of the refreshment areas located within the hospital premises. They may join you for your consultation.

Specific requirements

Please tell us if you or your companion, require any special assistance or an interpreter and we will do our best to help.

Please bring with you:

- your appointment card or letter (if you have one)
- a list of any current medication you have been prescribed, including eye drops
- any forms or questionnaires you have been sent to complete
- enough money for prescription charges, telephone calls, refreshments and car parking
- proof of entitlement to benefits, if you are eligible to claim travel costs
- your diary and/or a list of dates of relevant engagements, such as holidays, which may affect your future appointments or treatment
- something to keep you occupied while you are waiting, e.g. a book or magazine to read, a quiet toy for a child or something to listen to using headphones (Wi-Fi is available in most waiting areas)

- a list of any questions you want to ask the doctor, nurse or therapist
- your glasses
- proof if you are the legal representative (power of attorney for health) for a patient

Clinic delays

Our clinics are busy and varied and each waiting area may have more than one clinic running which may give the impression that patients are being seen in a random order.

If you think you have been forgotten, please ask a member of the nursing team.

We aim for all our clinics to keep to time but this is not always possible, as each patient requires individual attention. The nursing staff will keep you informed of delays. Please ask if you require assistance.

When you see the doctor:

- Please note that you will be seen by someone on your consultant's team and not necessarily by the consultant.
- Please ask the doctor any questions you may have about your condition, proposed treatment and repeat prescriptions. If you think you may not remember what is said to you, please ask for the information to be written down or ask for a companion to join you.
- Your doctor may ask for professional medical photographs to be taken by a member of our medical photography team. This is a normal part of treatment and you will be asked to sign your agreement for their use for surgical planning, personal comparison, reference and audit and research.

- If you require an operation, the surgeon needs to ensure you are medically fit and well enough to have your surgery. You will be asked to sign a consent form and may be asked to attend a pre-assessment appointment on the same day as your outpatient appointment. At this appointment swabs may be taken as part of our routine screening for MRSA.

Right to treatment within 18 weeks (RTT18)

The NHS Constitution says that you have the right to access certain services commissioned by NHS bodies within maximum waiting times. You have the right to start your NHS consultant-led treatment within a maximum of 18 weeks from referral, unless you choose to wait longer or it is clinically appropriate that you are treated after this time. Further information regarding RTT18 and your rights under the NHS Constitution can be found at:

www.nhs.uk/choiceintheNHS/Rightsandpledges/Waitingtimes

At Queen Victoria Hospital NHS Foundation Trust we are committed to treating patients within 18 weeks. If you have any questions regarding waiting times you may contact our patient access and performance manager on 01342 414272.

General information

Car park - The hospital has a pay and display car park which takes both cash and card. Please ensure you have plenty of change if you are paying in cash, and allow time to park. For blue badge permit holders parking is free of charge and designated parking bays are located close to all hospital entrances. A map can be found on the QVH website: <https://www.qvh.nhs.uk/wp-content/uploads/2015/09/Site-map-updated-October-2021.pdf>

Hospital transport - Please be aware that the hospital transport service is only available to patients who have a medical need for the transport. Eligibility criteria can be obtained via your GP. Surrey

and Sussex GP patients will need to contact South Coast Ambulance Service (SCAS) tel: 0300 123 9841 or 0300 123 9840.

Kent GP patients will need to contact G4S tel 0800 096 0211.

Patients who are registered with GPs outside Kent, Surrey and Sussex, will need to contact the relevant transport provider directly (details from your GP).

Travel expenses - Refunds for travel expenses and car parking can be claimed by patients who receive certain benefits. If you think you are entitled to travel expenses please go to the cashier's office, which is located in the main corridor close to the main entrance. You will need to collect proof of attendance from the clinic reception and you will also be asked to show proof that you are in receipt of benefits.

Catering facilities - Food and drink may be purchased from the following:

- Hurricane Café - Open weekdays, 10am to 5pm, for sandwiches and snacks
- Spitfire Restaurant - Open daily, 7.30am to 3pm, for breakfast, lunch and snacks
- Lancaster Lounge – 24 hour access to vending machines and seating

Fire safety - In the event of the fire alarm ringing, the staff will advise you what to do.

Smoking - The hospital operates a NO SMOKING POLICY. This means no smoking in any NHS building, entrance, doorway, grounds or car park. There are special shelters for vaping around the site.

Confidentiality of health information - All staff are legally bound by the NHS Code of Practice on Protecting Patient Confidentiality. Information about all aspects of your treatment is confidential and will not be shared with anyone except other healthcare professionals directly involved with your care, including your own GP. If you agree, we can keep your carer or a member of your family informed of

your progress. In certain situations, we are required by law to report information to the appropriate authorities.

The Data Protection Act 2018 allows you to have access to your health records. If you wish to do so please either call 01342 414398 or download a request form from the hospital website. We will not share information with anyone else without asking you.

If you wish to know more about how we protect your health information, please contact the health records manager or ask for a copy of our guidance leaflet.

Data quality - The quality of the information we hold is vitally important to provide good safe care. Please help us to ensure that the details we have recorded are accurate and up to date on every visit. This includes changes to your next of kin, telephone numbers, address or GP.

Research studies - The hospital actively contributes to research and you may be contacted to seek your consent to use your anonymised data for audit and research purposes.

Teaching hospital - An important part of our work is clinical teaching and training of students in medical, nursing and other professions. You have a right to decide whether or not you wish to participate in this teaching and you may be asked about this before your consultation if students are present.

Patient information leaflets - Leaflets are available on treatments. Information about consultants and the team you are seeing can be found on the QVH website: <https://www.qvh.nhs.uk/our-services/head-neck-eyes-dental/corneoplastics-and-ophthalmology/>

Courtesy - We treat our patients with courtesy and respect and expect the same in return. Abusive or violent behaviour will not be tolerated and the hospital will consider prosecuting any person whose behaviour is unacceptable.

PALS (Patient Advice and Liaison Service) - We welcome feedback from our patients and their relatives. If you have any concerns about the care you receive please contact our patient experience manager: Tel: 01342 414355 or Email: qvh.pals@nhs.net

Patient feedback - Patient feedback plays a crucial part in helping us to achieve high standards of care and we may wish to contact you after your appointment or treatment to ask about the quality of the care and treatment we have provided. You are not obliged to respond to any requests for feedback. If you would prefer not to take part, please let one of our staff know and they will ensure that this is recorded. If you have any questions about how we use your information, please contact the information governance lead: Tel: 01342 414223

Please ask if you
would like this leaflet
in larger print or an
alternative format.

Corneo plastic clinic

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