

Welcome to the Oxford Eye Hospital (OEH)

Information for patients



Your appointment today

Your appointment today may be booked under the care of a consultant. However, you may be seen by another member of their team. This may be a doctor, a specialist nurse or another health professional.

We have two main waiting areas in this department; both can be very busy.

Three to four consultant clinics may be running at the same time, and waiting times for each clinic will vary. It may seem as though patients are being called before you, but they are probably attending a different clinic.

If you are using hospital transport, please let us know.

Please allow at least **two to three hours** for your appointment; this will allow time for any tests, investigations or treatments that you may need.

If you have dilating eye drops put into your eyes, please **do not drive** for **six hours** after your appointment

There are unfortunately times when our clinics are delayed. The reception team and the nursing staff will do their best to tell you about any delay in person, by using the electronic screens or by writing it on the boards around the department.

Please do not stand in the corridors as these have to be kept clear for safety reasons, and stay seated in the waiting areas if possible.

Microphone call system and pagers

The waiting room is fitted with a microphone and loop call system. You can listen for your name to be called in one of two ways.

1. Leave your hearing aid on its normal setting and you will hear the announcements from the speakers in the ceiling above you.
2. Switch your hearing aid to the loop setting and you will hear directly when a member of staff calls the name of the next patient.

We have a **portable loop** for use during your appointment; please speak to a member of staff if you would like to use this.

We have a pager system in use in this department; this may allow you to leave the department if you have been told that your clinic is delayed. If you would like a pager, please ask the nurse when you are called in for your vision test.

Eye Emergency Department

The Eye Emergency Department (**EED**) runs on an appointments system: patients can book appointments by telephone.

- **01865 234 567**
- Monday to Friday 8.30am - 5.00pm
- Saturdays 9.00am - 3.00pm
- Sundays and Bank Holidays 10.00am - 2.00pm

Patients **without** an appointment will be assessed, and depending on the severity of their eye condition, will either be seen as soon as possible, or asked to return later the same day or the next day.

Emergency eye care outside of these hours is available via your GP out of hours service or, if urgent, via the John Radcliffe Hospital Emergency Department.

Before you go home

Please give reception the 'outcome form' that you have been given. This will help the reception team make your next appointment.

If you have had **dilating eye drops** put into your eyes today, you may find that they blur your vision and make you sensitive to light.

For your safety and that of others

Do not use the escalator when leaving the hospital; follow the yellow dotted floor strip to the lift area and stairwell.

Do not drive for six hours.

Would you like to tell us about your experience today?

Please ask a member of staff for a feedback form or email feedback@ouh.nhs.uk; we are always looking for ways to improve our service. When you visit our department you will be asked “How likely are you to recommend our department to friends and family if they needed similar care or treatment?” Please fill in a form – we welcome your feedback.

Would you like to tell your ‘Patient Story’?

We want every patient to have the best experience possible, and feedback helps our staff to know what we are doing well (and should keep on doing) and what we should change. We are collecting Patient Stories to help us understand your experiences in detail.

If you are interested in taking part, please contact Bernadette Mitchell:

Tel: 01865 231 201

Mobile: 07920 183 491

Email: bernadette.mitchell@ouh.nhs.uk

Facilities in the West Wing

There is a café on the ground floor (Level LG2) and the League of Friends tea bar is on Level LG1 of the West Wing (beyond the escalator on this floor).

Toilets and baby changing facilities

We have six toilets in this department, two of which are wheelchair accessible. We have baby changing facilities. Please ask at reception for directions.

Eye Clinic Liaison Officers (ECLO)

We are fortunate enough to have two Eye Clinic Liaison Officers who help and advise visually impaired patients and their carers. Please ask staff for more details.

Oxford Association for the Blind (OAB)

OAB volunteers run a Sight Advisory Desk in main reception. They offer information, support and advice to blind and partially sighted people, including patients facing bad news about their sight for the first time. They can advise on visual aids and sources of help.

Research

Oxford Eye Hospital Clinical Trials Unit (Eye Research Group Oxford (ERGO)) works with the clinic teams and the Nuffield Laboratory of Ophthalmology (part of the University of Oxford) to perform scientific and clinical research into a range of conditions related to vision and the eye.

Research is essential to help us understand eye disease. You do not have to be part of any clinical study, but we will tell you about all research relevant to **you**.

Please see the notice board in the main waiting area.

Contact us

Please contact us if you need to change your appointment, or if you need advice.

All patient enquiries: 01865 234 567

Email: eye.hospital@ouh.nhs.uk

For more information please see:
www.ouh.nhs.uk/eye-hospital

If you have a specific requirement, need an interpreter, a document in Easy Read, another language, large print, Braille or audio version, please call **01865 221 473** or email **PALSJR@ouh.nhs.uk**

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