

Virtual Ophthalmic Clinic

Information for patients

What is a Virtual Ophthalmic Clinic?

A **Virtual Ophthalmic Clinic** is a way for you to receive expert eye care **without needing a face-to-face appointment with an eye doctor** (ophthalmologist) on the same day.

Instead, your eye tests and scans are done **in person** at the hospital or clinic, and then reviewed **later** by an eye specialist, who will write to your GP and yourself with the outcome of the assessment. Occasionally, you may be telephoned to discuss further treatment.

How Does it Work?

1. **You attend a hospital appointment** where you will be seen by a trained technician and:
 - Be asked a series of questions
 - Have your vision and eye pressures checked
 - Have a series of tests including: visual field and photos of the front and back of your eye.
2. **You don't see the doctor on the day**, but your results are carefully reviewed afterwards by a trained eye specialist at the Oxford Eye Hospital.
3. **You will be contacted with the outcome**, usually by letter, but occasionally by phone. This may include:
 - a. Reassurance that no treatment is needed
 - b. Advice about ongoing care or medication
 - c. A follow-up appointment if needed

What Should I bring With Me?

If you are using eye drops to lower your eye pressure, please either bring the drops themselves or bring a copy of your drops prescription or photographs on your phone of your drops so that we can confirm this with you. If you are new to our service and have had previous eye treatment elsewhere (such as surgery) please bring any written information you may have so that we can record it in your medical notes.

Why Use a Virtual Clinic?

- **Faster results** – No long waits for in-person consultations
- **Safe and efficient** – Limits the time you spend in the hospital clinic
- **High-quality care** – Your results are reviewed by a trained eye specialist at the Oxford Eye Hospital

Will I Still Get the Same Level of Care?

Yes. Even though you may not see a doctor on the day of your appointment, your tests are still reviewed by a fully qualified clinician. If anything needs urgent attention, you will be contacted by telephone.

What Happens After My Appointment?

You will be contacted within a set time (usually **within 4 weeks**) with:

- Your test results
- Any advice or recommendations
- Your next appointment (if needed)

Frequently Asked Questions

Q: What if I have questions after my visit?

A: You can contact the clinic using the phone number provided in your appointment letter.

Q: Can I request a face-to-face appointment instead?

A: In some cases, yes. Speak to your GP or the clinic if you have concerns.

Q: Is my care being delayed by this system?

A: No. Virtual clinics are designed to speed up your care and help us focus face-to-face appointments on patients who need them most.

Q: What if my vision has changed since my last appointment?

A: If you have not seen your optician in the last 12 months, please arrange to do so in the first instance. If your optician has any concerns, they will write to us.

Contact Us

If you have any concerns or haven't heard back after your appointment:

***Thank you for helping us improve how we deliver safe, effective eye care.
Your vision matters to us.***

Further information

If you would like an interpreter, please speak to the department where you are being seen.

Please also tell them if you would like this information in another format, such as:

- Easy Read
- large print
- braille
- audio
- electronic
- another language.

We have tried to make the information in this leaflet meet your needs. If it does not meet your individual needs or situation, please speak to your healthcare team. They are happy to help.

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December 2025
Review: December 2028
Oxford University Hospitals NHS Foundation Trust
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