



If you need your information in another language or medium (audio, large print, etc) please contact Customer Care on 0800 374 208 or send an email to: customer care@salisbury.nhs.uk

You are entitled to a copy of any letter we write about you. Please ask if you want one when you come to the hospital.

Please complete The Friends & Family Test to tell us about your experience at: www.salisbury.nhs.uk/FriendsFamily or download our App from the Apple App store or Google Play Store.

The evidence used in the preparation of this leaflet is available on request. Please email: patient.information@salisbury.nhs.uk if you would like a reference list.

Name: Anisa Nazeer
Role: Associate Specialist
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Information about your visit to the eye clinic (page 1 of 2)

Please contact the booking team, using the number on your appointment letter, if you need to make changes to your appointment.

Please bring the following to your appointment

1. All your glasses and current prescription from your optician
2. A list of your current medication including tablets, inhalers and eye drops
3. Any other information you feel may be relevant
4. Sunglasses or a hat (see below).

Driving: We may need to dilate your pupils with drops which cause your vision to be blurred and eyes sensitive to light for several hours afterwards. We recommend that you do not drive for at least 2 hours afterwards. We advise that you bring sunglasses or a hat.

Appointment time: Please be aware that your appointment may take several hours to get all the necessary tests done so give yourself enough time. Every effort will be made to keep to the appointment time, but the needs of other patients may occasionally cause delay and we would ask you to be patient.

Virtual Clinics: If you are coming to a technician-led Virtual Clinic you will not see a doctor unless there is an identified need. All your measurements will be assessed by a clinician later, who will write to you and your GP with information about any further appointments or changes in treatment as appropriate.

If you need to see a doctor this will be arranged on a separate day unless it's an emergency. If you have any questions the technician cannot answer they will be relayed to your clinician.

Minor Procedures and Lasers: You are unlikely to be able to drive and may feel unsteady so please arrange for someone to take you home.

Feedback: We welcome your feedback on your experience in the Eye Clinic, both good and bad. We are constantly trying to improve our service. Please do let us know how we can do better.

Email: CustomerCare@salisbury.nhs.uk Tel: 0800 374208

Central Booking Direct Line: 01722 345543

Eye Clinic Reception for other queries:

01722 336262 ext 5366 (8.30 - 5pm weekdays).

If staff are busy it may not be possible to answer your call promptly