

Eye Department (Paediatrics)

Welcome to the Eye Department (Clinic 9) at University Hospital, Coventry

This information is about the Eye Department (Clinic 9) and what to expect during your child's visit.

The Eye Department can be very busy and several specialist eye clinics may be running at the same time. The clinical areas are numbered to help you find where you need to go.

You and your child may be seen by several professionals so please come prepared with things to keep your child occupied.

Staff in the Eye Department

Receptionists

When you first arrive a receptionist will check your child's details with you on the computer and then they will let you know which waiting area you need to go to.

Orthoptists – Suite 6

The orthoptist will test how well your child can see and assess how well the eyes work together. Amongst other things, they are responsible for 'patching' to help get vision better in one eye and for giving eye exercises.



Patient Information

Optometrists - Suite 8

The optometrist will check your child to see if glasses are needed (refraction). Eye drops are often needed beforehand to dilate (enlarge) the pupil to enable the eye to be fully examined. These take 30 - 40 minutes to work depending on which drop is required.

Ophthalmologist (eye doctor) - Suites 5 / 6 / 8

The paediatric ophthalmologist is a specialist eye doctor and they are responsible for the general care of your child. They will talk to you about your child's eye problem and any surgery that may be required. The ophthalmologist will do any future surgery if needed.

Others in the team who may see your child are nurses, technicians and medical photographers.

Appointments

There are a number of different types of appointment and they will vary in the time that they take.

Where the visit involves more than one area, such as with an optometrist and a doctor, this will increase the time you will be at the hospital and may take 2- 2.5 hours.

Appointments which may take a number of hours include:

- Optometry and contact lens clinic appointments
- Ophthalmologist appointments. Your child will need to see the Orthoptist first and this is often followed by drops. When the drops have had time to work your child will see the optometrist next and finally the eye doctor. Sometimes drops have to be repeated if they haven't worked.

Each clinic is led by a consultant with other doctors working alongside and this means that you won't necessarily see the consultant for your appointment.

The main factors that add to the length of your appointment are:

- Late arrival

Patient Information

- Use of eye drops as they take time to dilate the eyes – usually about 30–40 minutes
- The number of tests and specialists that need to be seen
- Complexity of your child's condition
- Urgent cases are added to the clinic
- The doctors delayed on ward rounds

As it is likely you will have to spend some time with us during your appointment, you will need to come prepared and make adequate arrangements to enable you to stay.

If circumstances change and you are not able to attend it is important that you let us know so we can offer the appointment slot to another child. When patients do not attend it costs the NHS approximately £100 for each missed appointment.

Failure to attend an appointment will result in your child being discharged. Your GP will receive a letter to let them know that the appointment has been missed.

The contact telephone number is on your appointment letter should you need to change your appointment.

Looking after and sharing information

We have a duty of care to help patients/families understand how information about them is kept and shared.

Information is collected about your child relevant to their diagnosis, treatment and care. It is stored electronically on computer and in written records. Sometimes we need to share information with other hospital staff or organisations that are either responsible or directly involved in your child's care.

If you have any questions or concerns about sharing this information please talk to the people looking after your child or contact the Patient

Patient Information

Advice and Liaison Service (PALS) on 0800 028 4203.

Further Information

If you require further information or have any questions please contact the Eye Department on 024 7696 6066.

The Trust has access to interpreting and translation services. If you need this information in another language or format please contact 024 7696 6066 and we will do our best to meet your needs.

The Trust operates a smoke free policy.

To give feedback on this leaflet please email feedback@uhcw.nhs.uk

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