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## Ophthalmology Department (clinic 14)

# Your visit to the medical ophthalmology clinic

We look forward to seeing you in the medical ophthalmology clinic. The aim of this leaflet is to provide you with useful background information, however, should you have any further questions, please do not hesitate to telephone 01223 217904

It is worth noting that, as part of your appointment, we will probably need to put drops into your eyes which will blur your vision for a few hours afterwards. We advise you not to drive afterwards until your vision has returned to normal.

### Where is the clinic?

The clinic is situated in clinic 14 on level 2 in the outpatient block. If you have any special requirements, we will endeavour to accommodate you.

Parking is available in the multi-storey car park with a fixed price for attending outpatients. These concessionary tickets are available from the customer service desk in the main Hospital car park (located at the car park exit). Proof of appointment/s will be required.

### What should I do if I can't attend for my appointment?

It is important that appointments are not wasted. Please contact the clinic to cancel and re-book your appointment as soon as you are aware of any difficulty attending. Telephone number: 01223 217904. The department is open between 9am and 5pm, and a message can be left on the answerphone outside these times.

### What do I do if I no longer need my appointment?

If you no longer require your appointment for any reason please telephone us to cancel. This will allow someone else to be offered the appointment.

### Will I be reminded about my appointment?

If you have given permission to have a text message reminder, this will appear on your mobile phone during the week prior to your appointment.

### What should I do if I miss an appointment?

If you completely forget about an appointment please contact the clinic as soon as possible to arrange another time. We will send you one further appointment, however, if we still do not hear from you, we will assume you do not need another appointment.

## **Whom may I be seen by?**

You may be seen either by the consultant, specialist registrar, nurse practitioner or other health professional. You may also need investigations undertaken in different departments during the course of your appointment. As a result, your first appointment may take all day. Follow up appointments may also take a number of hours if any of these investigations need to be repeated. If necessary, your case will be discussed with the consultant in charge of the clinic.

## **Will I need a follow up appointment?**

Any follow up appointments will be discussed with you and, where possible, scheduled prior to you leaving the clinic.

## **Will students be present?**

Addenbrooke's is a teaching hospital and it is likely that student doctors will be present in the clinic. You will be asked if you are happy with this, usually when you are called in for your appointment. You are under no obligation to be seen by students so please let your views be known if you do not wish students to be present.

## **Where will I be examined?**

The clinic has a number of consulting rooms with specialist equipment for examining your eyes, or your general health. Some investigations may be undertaken in different departments.

## **Will I have an operation during my first visit?**

It is very unlikely that you will need an operation during your first visit. The need for any operations at a later date will be discussed fully with you.

## **Will I be prescribed treatment when I attend the clinic?**

You may well be prescribed some medication after your appointment. Some are only available in hospital pharmacies, so you will be given an internal prescription for the hospital pharmacy. This will be discussed with you.

## **What can I do if I am unclear about how to use the treatments that have been recommended?**

Please discuss your treatment with the team who see you. If you are unclear after the appointment, please contact the department for advice. The telephone number is: 01223 217904. The Nurse Practitioner is available for advice.



Addenbrooke's is smoke-free. You cannot smoke on site. For advice on quitting, contact your GP or the NHS smoking helpline free, 0800 169 0 169

Please ask if you require this information in other languages, large print or audio format: 01223 216032 or [patient.information@addenbrookes.nhs.uk](mailto:patient.information@addenbrookes.nhs.uk)

Informacje te można otrzymać w innych językach, w wersji dużym drukiem lub audio. Zamówienia prosimy składać pod numerem: 01223 216032 lub wysyłając e-mail: [patient.information@addenbrookes.nhs.uk](mailto:patient.information@addenbrookes.nhs.uk)

## Polish

Se precisar desta informação num outro idioma, em impressão de letras grandes ou formato áudio por favor telefone para o 01223 216032 ou envie uma mensagem para: [patient.information@addenbrookes.nhs.uk](mailto:patient.information@addenbrookes.nhs.uk)

## Portuguese

Если вам требуется эта информация на другом языке, крупным шрифтом или в аудиоформате, пожалуйста, обращайтесь по телефону 01223 216032 или на вебсайт [patient.information@addenbrookes.nhs.uk](mailto:patient.information@addenbrookes.nhs.uk)

## Russian

若你需要此信息的其他語言版本、大字體版或音頻格式，請致電 01223 216032 或發郵件到: [patient.information@addenbrookes.nhs.uk](mailto:patient.information@addenbrookes.nhs.uk)

## Cantonese

Bu bilgiyi diger dillerde veya büyük baskılı ya da sesli formatta isterseniz lütfen su numaradan kontak kurun: 01223 216032 veya asagıdaki adrese e-posta gönderin: [patient.information@addenbrookes.nhs.uk](mailto:patient.information@addenbrookes.nhs.uk)

## Turkish

এই তথ্য বাংলায়, বড় অক্ষরে বা অডিও টেপে পেতে চাইলে দয়া করে 01223 216032 নম্বরে ফোন করুন বা [patient.information@addenbrookes.nhs.uk](mailto:patient.information@addenbrookes.nhs.uk) ঠিকানায় ই-মেইল করুন।

## Bengali

### Document history

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