

Ophthalmology department

Medical retina diagnostic clinic

Information for patients, relatives and carers

Introduction

This leaflet has been designed to give you information about the **medical retina diagnostic clinic** and answer some of the questions that you or those who care for you may have. It is not meant to replace the discussion between you and your medical team but aims to help you understand more about what is discussed. If you have any questions about the information below, please contact us.

Many service users of medical retina clinic fall into low-risk category but require monitoring through routine examinations including imaging that are carried out by clinicians. The consultant in charge of your care has reviewed your clinical tests and records and has booked you into the medical retina diagnostic clinic. The service enables us to look after you safely.

Why we developed the service

Many eye conditions related to retina and macula are can be monitored through tests alone. Rapidly improving technology means that we can pick up changes early and act on them when necessary. We also want to reduce the time you spend waiting for your appointments. By setting up this service, your care team can spend more time with you in the face-to-face clinics if you need treatment promptly. We aim to improve your healthcare experience and make it more efficient.

Appointment waiting times

We aim to finish all the tests in one hour. Please arrive on time and maintain physical distancing rules if this applies. We may not be able to see you if you are late for your appointment, please let the clinic know if you are running late.

During your appointment

1. Registration

On arrival the receptionist will check you in and ask for your personal details. They will then take you to the nurse's waiting area for the initial assessment.

2. Assessment

The nursing team will:

- check your distance vision, please bring your distance glasses with you as you will need them when assessing your vision

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- check your eye pressure
 - put in eye drops – it can take between 20 to 30 minutes to enlarge your pupils so we can take quality pictures of the back of your eyes. Your vision will be blurred up to five to six hours. You cannot drive during this period

3. Imaging

Following the assessment, you will:

- be directed/accompanied to the imaging room waiting area
- have an eye scan, called Optical Coherence Tomography (OCT) once your pupils are adequately dilated
- be ready to go home once all the imaging tests are done.

Reviewing your test

You will not see a doctor on the day of your appointment, but all of the tests will be thoroughly reviewed by a medical retina doctor using the electronic record system within four weeks of your test.

Next steps

A senior specialist doctor will review your tests and write to you with the results. You may be invited to:

- another appointment in the medical retina diagnostic clinic
- an invitation to a face-to-face clinic if there is any significant change in your eye problem that requires intervention.
- a phone call from a clinician

Contacts for more information or concerns

Medical Retina Department at Western Eye Hospital – 020 3312 5460

Failsafe Officer (Medical Retina) – 020 3312 3209

How do I make a comment about my visit?

We aim to provide the best possible service and staff will be happy to answer any of the questions you may have. If you have any **suggestions** or **comments** about your visit, please either speak to a member of staff or contact the patient advice and liaison service (**PALS**) on **020 3313 0088** (Charing Cross, Hammersmith and Queen Charlotte's & Chelsea hospitals), or **020 3312 7777** (St Mary's and Western Eye hospitals). You can also email PALS at imperial.pals@nhs.net The PALS team will listen to your concerns, suggestions or queries and is often able to help solve problems on your behalf.

Alternatively, you may wish to complain by contacting our complaints department:

Complaints department, fourth floor, Salton House, St Mary's Hospital, Praed Street
London W2 1NY

Email: ICHC-tr.Complaints@nhs.net

Telephone: **020 3312 1337 / 1349**

Alternative formats

This leaflet can be provided on request in large print or easy read, as a sound recording, in Braille or in alternative languages. Please email the communications team:
imperial.communications@nhs.net

Wi-fi

Wi-fi is available at our Trust. For more information visit our website: www.imperial.nhs.uk

Department of Ophthalmology
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