

Ophthalmology: Western Eye and Charing Cross Hospitals

Preparing for day surgery or a short stay in hospital

Information for patients, relatives and carers

Introduction

This leaflet is for patients undergoing ophthalmic or eye operations only.

This leaflet provides information about your day surgery or short stay in hospital and what will happen while you are here. We hope it will answer some of the questions that you or those who care for you may have at this time. This leaflet is not meant to replace the consultation between you and your medical team, but aims to help you understand more about what to expect before your operation.

How do I prepare for my operation?

- Remove all nail varnish, jewellery, and piercings before coming into hospital.
- Please take all your medications as usual, including inhalers, unless otherwise advised by the pre-assessment nurse.
- If you are having general anesthesia and on diabetic tablets/insulin, please follow pre-assessment instructions. For local anesthesia, please take your tablets and or insulin as normal.
- If you are taking warfarin (blood thinner), please make sure you have your INR level checked at your local anticoagulant clinic 1 to 2 days before your planned surgery. For any other anticoagulant medication please follow pre-assessment instructions.
- Please do not bring anything valuable into hospital. We cannot guarantee the safety of valuables and will not accept responsibility for lost items.

What will happen on the day of my operation?

Check-in

When you arrive at the hospital please report to the reception/security desk and they will direct you to the relevant department.

For all surgeries, please report to the Alex Cross Ward/Day Care Unit on the second floor of the Western Eye Hospital and First floor Riverside wing at Charing Cross Hospital. Your admission letter will tell you which hospital to attend.

Waiting area

Please check-in at reception and take a seat in the waiting area. Unfortunately, due to the limited number of seats, relatives and carers cannot wait with you. Please ask them to leave their contact details with the receptionist and we will contact them after your operation.

There is a café on the ground floor of Charing Cross Hospital selling a selection of drinks and food where your relatives and carers can wait if they wish. At the Western Eye Hospital there are only vending machines where you can purchase food or drinks.

Checks before your procedure

The nurse/healthcare assistant will prepare you for your surgery and check your blood pressure, pulse and temperature. The nurse will give you any necessary eye medications such as pellets or drops to dilate your pupils, depending on the type of surgery you are having. The surgical team will then discuss your procedure with you and ask you to sign a consent form.

Your time slot for the procedure will either be 07.30, 11.30 or 15.30.

Please note that your time slot is not the time you will have your operation – your operation can happen any time after that.

For example, if you have been asked to come in at 07.30 it means that you are on the morning list which runs from 08.20 to 13.00, so you could be going to theatre at any time within these hours. The afternoon list runs from 13.00 to 17.00 and the evening list runs from 17.00 to 20.00.

You can expect to stay in the hospital up to 4 to 6 hours from the time you arrive.

We will keep you informed of any delays while you wait. Some operations may take longer than expected which is why we cannot give you an exact time for your surgery.

Arriving in theatre

We will escort you to the theatre located on the fourth floor. The operating theatre staff will introduce themselves to you before beginning your operation.

Recovery

If you had general anaesthetic you will need to stay in the recovery area for up to one hour before we take you back to the Alex Cross Ward. The ward nurses will monitor you until you have fully recovered from the anaesthetic and will confirm that you are safe to go home.

Please make sure you have somebody to collect you after your operation and stay with you for 24 hours after you have been discharged from hospital.

We will escort patients who had local anaesthetic back to the Day Care Unit. The nurse will assess you, prepare you for discharge and contact your relative/friend so they can come and take you home. We will give you something to drink while you wait.

Going home

A nurse will prepare you for discharge. They will give you your medications, if needed, and all the relevant information you need before you leave hospital.

Contacting the hospital

If you have questions before your appointment, please contact the pre-assessment nurse on **020 3312 9612/9730/9784** at Western Eye Hospital between 09.00 and 17.00 Monday to Friday except Bank Holidays or **020 3311 0137** at Charing Cross Hospital.

For further advice after your surgery, please contact Alex Cross Ward on **020 3312 3218** and for Day Care Unit on **020 3312 9614** between 07.30 and 20.00 Monday to Saturday.

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