

Ophthalmology

Introduction

The Covid pandemic has had a significant impact on the NHS ability to offer appointments and provide routine elective services. We recognise that patients are waiting longer than we would all like and it is not always possible to identify when treatment will take place. This document provides you with information on how you can support yourself and your child whilst waiting to attend the hospital for an appointment or treatment. The guidance has been written by clinicians who are responsible for your child's care.

Guidance for Patients

New Patients

If your child has been referred to the Ophthalmology service, this referral information will be reviewed to ensure your child is seen by the appropriate clinicians in their appointment. An appointment will be sent out to you in the post.

Follow up Patients

If your child has been seen in Ophthalmology and requires another appointment, this will be discussed with you at your appointment and a follow up appointment will be sent out to you in the post.

Awaiting a procedure or surgery

If surgery has been planned for your child, this will be discussed with you in your appointment with the Ophthalmologist, either face to face or over the telephone, and consent will be discussed. Once your child is listed for surgery, you will be invited to a pre-operative appointment with a nurse, to discuss all aspects of your child's health, ready for the surgery.

When you have a date for surgery, you will be given information on fasting and the time to attend the hospital that day.

Whilst awaiting a date for your child's appointment or surgery, you can help us to look after your child by continuing to do the following:

- Keep attending your child's follow up appointments with the Ophthalmology team at Alder Hey
- Your child should carry on taking their medication, or wearing their glasses or patch as prescribed or discussed at your appointments until directed otherwise
- If you are concerned about your child or their symptoms worsen, please call the Ophthalmology department at Alder Hey on 0151 252 5215, Monday – Friday, 08:30 – 17:00 or attend A&E out of these hours
- You can also seek advice and guidance on the new Alder Hey Symptom checker app via the website

My Planned Care Patient Information Platform

What should I do if my child's health is deteriorating?

- If your child's symptoms worsen, or if you have any other concerns, you can contact the Ophthalmology department at Alder Hey on 0151 252 5215, Monday – Friday, 08:30 – 17:00
- In an emergency, please attend your local A&E

Contact Us

If there are any concerns, please get in touch with the ophthalmology secretary or clinic and we will arrange to see you as appropriate:

Hospital telephone number: 0151 228 4811

Extension for clinic: 2215

Extension for ophthalmology secretaries: 2839 / 3595 / 2961

For more information on specific conditions or treatments, please refer to our patient information leaflets which are available on the Alder Hey website: www.alderhey.nhs.uk.