

Your GP has requested a further opinion about care for your eyes. This leaflet provides you with information about how your care will be managed.

## **What is the Brighton & Hove Community Eye Service?**

The Brighton and Hove Community Eye Service is a service provided by clinicians with specialist knowledge and skills in caring for patients with conditions related to their eyes. The aim of the service is to provide Brighton and Hove patients with a high quality eye service that is based in a community setting, such as a GP surgery.

## **How does the Brighton & Hove Community Eye Service benefit patients?**

You will be offered an appointment within 21 days following the referral from your GP. You will be seen by an experienced, specialist clinician and will have a longer appointment giving you time to discuss your condition and treatment with your clinician.

## **Where is the Brighton and Hove Community Eye Service located?**

The clinic is based at Warmdene Surgery. Please see the enclosed map for directions to the clinic that you will be attending.

## **What can I expect to happen in my appointment?**

The clinician that sees you in your appointment is experienced in treating your condition. They will discuss your history and symptoms with you, examine your condition, and will explain the treatment options including the risks and benefits of treatment. Where a procedure is carried out during your appointment (only for some conditions), the clinician will always ask for your consent first.

You can bring someone with you to your appointment. If you would like a chaperone to be available at the surgery, please let us know by calling **0300 303 8060** (local rate) and ask to speak to the Community Eye Service.

## **What will happen after my appointment?**

After your appointment, you may be:

- Asked to return to the Brighton & Hove Community Eye Service for a follow up appointment with a GP or Optometrist.
- Discharged back to your GP who will receive advice on how to manage your condition.
- Referred on to a hospital of your choice or another health care provider if further advice or treatment is required.

## What can you expect from our service?

Whenever you have contact with the Brighton and Hove Community Eye Service, you will be treated with courtesy, honesty, respect and dignity.

We will work with you and involve you in decisions about your care. We will treat everyone fairly, regardless of their race, sexuality, disability, age, gender or religion.

We take the safety of adults and children using our services seriously and are committed to ensuring that all patients feel safe. Throughout the period of care, patients needs remain paramount. This process is about protecting the adult or child and the prevention of abuse.

## Questions or advice?

If you have any questions or require advice about your care or treatment after your appointment and would like to speak to your clinician please call the Brighton and Community Eye Service on 0300 303 8063. We will aim to book you a telephone appointment with your clinician. If you require urgent advice, please contact your own GP directly.

## Feedback

We aim to provide a high quality service and we would value your feedback.

## To send us a compliment, complaint, or suggestion please contact:

Community Eye Service, Here , FREEPOST RSKS-RHUR-TTRU, 4th floor, 177 Preston Road, BRIGHTON, BN1 6AG

Email: [bics.CommunityEyeService@nhs.net](mailto:bics.CommunityEyeService@nhs.net), Telephone: 0300 303 8060

You can also contact Healthwatch Brighton and Hove. Healthwatch can advise you about the NHS complaints process and where to get specialist advice or independent advocacy. Email [help@healthwatchbrightonandhove.co.uk](mailto:help@healthwatchbrightonandhove.co.uk) or telephone 01273 234040.

**If English is not your first language** and you require an interpreter to be at your appointment please tell your GP or contact us on 0300 303 8060 **or, email** [bics.CommunityEyeService@nhs.net](mailto:bics.CommunityEyeService@nhs.net)

**If you need this leaflet in another language or format**, please call us on 0300 303 8060 or email [bics.CommunityEyeService@nhs.net](mailto:bics.CommunityEyeService@nhs.net)