Manchester Royal Eye Hospital

Welcome to the Acute Ophthalmic Services at Manchester Royal Eye Hospital
The Acute Ophthalmic Services at Manchester Royal Eye Hospital consists of the Emergency Eye Centre (EEC) and Acute Referral Centre (ARC).

The Emergency Eye Centre is a nurse practitioner/doctor led service. However, during the day it is primarily led by nurse practitioners who are highly qualified and skilled nurses trained in the management of eye emergencies and other diseases.

The Acute Referral Centre is a doctor led service providing for patients who have been referred from their GP, Optician, another hospital or the EEC.

EEC and ARC are very busy departments that often have long waiting times. This leaflet will explain what to expect during your time in these departments and to raise awareness of other services available to you.
Booking in at reception EEC and ARC

The receptionist requires certain information in order to register you in the department. Please make sure all your details are correct at the time of registration especially contact telephone numbers and GP details.

Triage in EEC

Triage is a process which involves prioritising cases so the more urgent cases are seen before the less urgent cases.

You will see a triage nurse. This nurse will need a brief description of the emergency that has brought you to our emergency department. Please give clear details about your symptoms, any allergies you have, the amount of pain you are experiencing and any other relevant information. The nurse will ask you to do a simple eye test. This nurse may/may not need to:

- Measure your blood pressure
- Temperature
- Shine a light in your eye
- Put some drops in your eye/eyes
Waiting in EEC and ARC

You will be asked to take a seat in the waiting area. There is a water dispenser for refreshment and a television for your entertainment. Should you need to know where the café is please ask a member of staff. Do not eat or drink if you have been advised by the triage nurse not to until you have seen the nurse practitioner. If you are unsure whether you can eat or drink please ask a member of staff. Please note that the ARC waiting area is also shared with the photography department so patients may arrive after you and be called before you because they are using a different service.

Consultation

A nurse practitioner/doctor will see you. They will take a full history, examine your eyes, do any investigations, administer drops, treat you, prescribe medication if required, give you relevant information and give a follow-up appointment if necessary.
Frequently asked questions

What are the opening hours?
We are open from 8.00 am to 8.15 pm. Outside of those hours please attend Manchester Royal Infirmary Accident and Emergency Department on the ground floor of the Manchester Royal Infirmary or your local Accident and Emergency Department.

How long will I be here?
This is a very difficult question to answer in an emergency department, as the situation can change continuously. We aim to see you at triage within one hour and aim to have you through the department within four hours wherever possible. This can be shortened or lengthened by various unforeseen factors including your own condition or other presenting emergencies. We appreciate your patience and understanding. Appointment times given for ARC are arrival times and whilst we would aim to see you as near to that time as possible, delays do occur and you should allow extra time for your appointment.

Why do I keep telling people the same information?
The receptionist needs to know why you have come today as certain conditions will be sent through to triage immediately. The triage nurse will need to take a history again to prioritise your case. The nurse practitioner or doctor will need to ask all the information again, but in more detail as this will enable them to make a diagnosis and treat you accordingly.
Why are people who arrived after me going in before me?
There is a triage system in operation and although someone may not look like an emergency, they may have a sight threatening illness and will therefore be seen sooner.

Some people have been seen before you, sent to other departments for investigations and are now arriving back in our department.

When there’s a long waiting time people often go out for a coffee or snack, so may just be returning from a break.

After 5.00 pm many people will be returning to the department to see the doctor.

We always seek to be fair and see our patients as quickly as possible. However, if you feel you have been overlooked, please ask the receptionist who will check for you.

Have I come to the right place?
This is the Emergency Eye Department. Usually your first port of call would be your GP or Optician. They are able to advise you as to the urgency of your condition and will very likely write a referral letter or phone our department to seek advice or book an appointment on your behalf.
Other services that can help

Walk in centre
Walk in centres treat minor illnesses and injuries and may be able to help you.

Local hospital
Check with your local hospital: a lot of local hospitals provide ophthalmic services and may be nearer to you and not as busy.

Opticians
If you are a patient who belongs to the Manchester area you can ask your optometrist if they are part of the Red Eye Scheme. Optometrists who run this scheme are approved to diagnose and treat many ocular emergencies. If they are unable to treat you they will refer you to your GP or directly to the hospital.

Regular visits (every 1-2 years) to your optician are recommended for everyone even if you don’t wear glasses or contact lenses as the optician is able to check the health of your eye as well as prescribe glasses.

General Practitioner (GP)
Your GP may be able to offer treatment and advice and will be able to communicate with us if they feel it is appropriate.

Pharmacist
Your local pharmacist can offer advice on basic common eye infections and can suggest medicines.
Self care

If you have been diagnosed with a chronic condition for example dry eye or blepharitis it is important that you follow the instructions you have been given for managing the condition. You may need to increase the frequency of drops in some circumstances and continue lid cleaning for many months.

Chronic conditions (problems which reoccur or you have been experiencing for a long period) do not usually require emergency treatment and you should seek advice from your GP or optometrist if you have persistent worries and before attending an emergency department.
Patients of the Manchester Royal Eye Hospital

You may have had surgery or are possibly in-between appointments; The Emergency Eye Centre is not always the best place to attend unless you have had a surgical intervention within the last 2 weeks. In the first instance you should contact your consultant’s secretary who may be able to help by discussing your case with one of the doctors who belong to your consultant’s team. Alternatively they can contact the Emergency Eye Centre to seek advice and let you know what is best to do in your case.

Patients with recurring conditions are given direct access to the Acute Referral Centre. If you have access to this service it is important that you use it by contacting them by telephone before arrival, to prevent a delay in treatment and waiting in the emergency department. If you suffer with a recurrent condition and think you may be eligible for this service please speak to a member of staff.
Could I have an appointment?
Appointments are not given for EEC as this is an emergency department. If you are not an accident or emergency and would like an appointment, your GP or Optician can request one and refer you to the out-patients department or ARC.

Can I have any help paying for the car park?
If you have been here over six hours the staff will be happy to give you a letter for the car park assistant making sure you only pay for the first six hours. Please ask at reception.

We thank you for taking the time to read this and hope that you have found it useful.

Contact details

Emergency Eye Centre: 0161 276 5599/5597
8.00 am - 8.15 pm everyday

Acute Referral Centre: 0161 276 5583/5445
Monday - Friday 8.00 am - 5.00 pm
Larger print
Please ask a member of the department staff if you require this information in large print or Braille.

No Smoking Policy
The Manchester Royal Eye Hospital advises against smoking as research shows that smoking can have a damaging effect on all eye conditions. Should you require any support in stopping smoking please speak to a member of the nursing or medical staff.

Translation and Interpretation Service
These translations say “If you require an interpreter, or translation, please ask a member of our staff to arrange it for you.” The languages translated, in order, are: Arabic, Urdu, Bengali, Polish, Somali and simplified Chinese.

 اذا كنت بحاجة الى مترجم، او ترجمة، من فضلك اطلب من احد موظفيتنا ترتيب ذلك لك اگرآپ کو ایک مترجم، یا ترجمہ کی ضرورت ہے، تو برائے کر姆 بمارے عملے کے کسی رُکن سے کسی کوہ او آپ کے لئے اس کا انتظام کرے۔

 آپنے یہدی اکجنس دوآفس، اٹھنا انوعتےاپنے پریا جنین ہے، دے کرے آپنے اکجنس کسی کے بدل نے آپنے جنی جنے ایہ بیہو بہسبرا کرے۔

 Jeśli Pan/Pani potrzebuje tłumacza lub tłumaczenie prosimy w tym celu zwrócić się do członka personelu.

Haddii aad u baahantahay tarjubaan, fadlan waydii qof ka mid ah shaqaalahayga si uu kuugu.

如果你需要翻译或翻译员, 请要求我们的员工为你安排

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