

Your journey through Eye Casualty

This leaflet explains what to expect in a visit to Eye Casualty.

Who attends Eye Casualty?

Eye Casualty is open to all eye emergencies. Patients are referred to us from various places, such as opticians, emergency departments, ophthalmic practices, GPs etc. Most of the patients have made necessary arrangement to be seen, whereas others self-refer.

How does Eye Casualty operate?

Any patient that walks into Eye Casualty is initially triaged (prioritised) and assessed by a trained eye nurse. We aim to triage each patient within 60 minutes of their arrival. All patients are assessed according to protocols that have been agreed by the ophthalmology (eye) consultant. Each patient is then assigned a place in the queue, according to their clinical needs, and **not necessarily by their time of arrival**. Children, immuno-compromised patients and vulnerable adults are given priority.

Who works in Eye Casualty?

There is a dedicated multi-disciplinary team of eye-trained nurses, trainee GPs, orthoptists (expert in eye movement and how the eyes work) and ophthalmologists (eye specialist doctor), all working together to deliver best care to our patients in Eye Casualty.

How long am I going to wait?

Due to the nature of Eye Casualty, it is very difficult to predict the length of the wait; patients are seen according to their clinical needs and we do not operate on a 'first come, first served' basis. However, we will do our best to ensure that waits are kept to a minimum and that patients are kept informed of any delays.

General information

Some patients may require dilating drops (to enlarge the pupil of the eye), for either diagnostic or treatment purposes. Therefore, as a matter of precaution and safety **we advise patients not to drive to or from Eye Casualty**.

We do not offer appointments; instead, a time slot / arrival time is allocated to patients at each visit.

Opening hours

Royal Berkshire Hospital

Eye Casualty, Level 2 Eye Block

London Road, Reading RG1 5AN

Monday to Friday: 9am-5pm

Saturday, Sunday & bank holidays:

9am-12.30pm

(Closed Christmas & New Year's Day)

Prince Charles Eye Unit

Eye Casualty

King Edward VII Hospital

St Leonard's Road, Windsor SL4 3DP

Monday to Friday: 9am-5pm

Saturday: 9am-12.30pm

(Closed Sundays & bank holidays)

**Your next Eye Casualty visit time slot is on _____
at _____**

Please note: this is a turn up time and not an appointment slot, so please expect to wait.

Contacting us

If you have a minor eye problem, please seek advice from your GP, optician or pharmacist. **If urgent, please attend Eye Casualty or call NHS 111.**

To find out more about our Trust visit www.royalberkshire.nhs.uk

Please ask if you need this information in another language or format.

RBFT Ophthalmology, August 2022.

Next review due: August 2024