

our research department and regulated by national bodies. You will need to give explicit written consent if you decide you would like to take part. If you do not want your health record to be reviewed for the purposes of possible participation in a clinical research study, you can let us know by calling 020 7253 3411 or by emailing moorfields.ig@nhs.net

Your feedback helps us!

Your views on the service are important and can help improve it for others in the future. At the end of the assessment, we will provide you with a feedback form to complete.

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**Moorfields Eye Hospital NHS
Foundation Trust**
City Road, London EC1V 2PD
Phone: 020 7253 3411
www.moorfields.nhs.uk

Moorfields Direct telephone helpline

Phone: 020 7566 2345
Monday to Friday, 8.30am to 9pm, Saturday, 9am - 5pm
Information and advice on eye conditions and treatments from experienced ophthalmic-trained nurses.

Patient advice and liaison service (PALS)

Phone: 020 7566 2324 or 020 7566 2325
Email: moorfields.pals@nhs.net
Moorfields' PALS team provides confidential advice and support to help you with any concerns you may have about the care we provide, guiding you through the different services available at Moorfields. The PALS team can also advise you on how to make a complaint.

Your right to treatment within 18 weeks

Under the NHS constitution, all patients have the right to begin consultant-led treatment within 18 weeks of being referred by their GP. Moorfields is committed to fulfilling this right, but if you feel that we have failed to do so, please contact our patient advice and liaison service (PALS) who will be able to advise you further – see above for contact details. For more information about your rights under the NHS constitution, please visit www.nhs.uk/choiceinthenhs.

