Moorfields Eye Hospital NHS Foundation Trust

Vitreo Retinal Emergency (VRE) Waiting List Information

Your eye doctor has informed you that you have been added to the VRE Waiting List. This leaflet aims to help you understand what this means and what you can expect.

What is the VRE Waiting List?

The VRE clinic is a highly specialised and busy service that manages referrals from across the country. While we strive to perform surgeries promptly on the day of assessment, this is not always possible.

This may be due to:
· limited operating room availability - we therefore prioritise the most urgent cases
· preparation for surgery – some patients may require additional treatment before surgery to achieve the best possible outcomes.

Your eye doctor carefully assesses and prioritises all cases based on factors such as the diagnosis and duration of symptoms. Patients requiring urgent surgery but who cannot be operated on the day of assessment are added to the VRE Waiting List.

This waiting list is closely monitored and reviewed daily, including weekends, to ensure that each patient receives surgery as soon as possible.

We understand how concerning this situation can be but please be assured that your case is being managed with the highest priority. Being away from the hospital does not affect your position on the waiting list or the urgency of your care.

Our goal is to schedule surgeries within two weeks, but this may vary depending on individual circumstances.

What information does the VRE team need?

Before you leave the clinic, your eye doctor will confirm the following:
· a contact number (you can provide more than one number if needed)
· your estimated travel time to Moorfields in case we need to call you at short notice

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· any specific needs, such as hospital transport or other factors affecting your ability to attend surgery.

Since you may be called at short notice, including weekends, **please ensure that you are readily contactable.**

What happens when I am called?

When a date for surgery becomes available, a member of the VRE team will contact you.

They will provide the following information:
· what time to arrive and where to go upon arrival at Moorfields (if unsure, proceed to the VRE clinic on the 1st floor for assistance)
· any special instructions, such as whether you need to fast before surgery.

If you are unable to attend the offered date, you may decline, and you will remain on the waiting list.

Contact Information

If you need to contact the VRE department, please call: 0207 253 3411 ext. 4515.

We greatly appreciate your patience and understanding during this time. Our team is fully committed to providing you with the best possible care and ensuring that your surgery is scheduled as quickly as circumstances allow.