

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 on Christmas & New
Year's Day)*

Prince Charles Eye Unit
King Edward VII Hospital

St Leonard's Road

Windsor SL4 3DP

Monday to Friday: 9am-5pm

Saturday: 9am-12.30pm

*(Closed Sundays & bank
holidays)*

Visit the Trust website at
www.royalberkshire.nhs.uk

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.

This document can be made
available in other languages and
formats upon request.

Royal Berkshire NHS
Foundation Trust
London Road
Reading RG1 5AN
Telephone 0118 322 5111
www.royalberkshire.nhs.uk

Eye Unit, February 2019
Review due: February 2021



Royal Berkshire
NHS Foundation Trust

Your journey through Eye Casualty

Information for patients

This leaflet outlines what to expect during your visit to Eye Casualty.

Who attends eye casualty?

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

How eye casualty operates

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 15 minutes of their arrival. All patients are assessed according to protocols that have been agreed by the ophthalmology

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 and ophthalmologists, 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

In some cases patients may require dilating drops to be administered for either diagnostic and treatment purposes. Therefore as a matter of precaution and safety we advise patients not to drive.

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