



Visiting the eye clinic?

Don't forget to ASK
your eye doctor when your
next appointment should be.

TELL the eye clinic if your
follow-up appointment falls
beyond that time.



The ROYAL COLLEGE of
OPHTHALMOLOGISTS



What the eye clinic will do to help you

Timely appointments – Your eye clinic must ensure that your appointments fall within the timeframe recommended by your eye doctor. Contact the eye clinic if your appointment is cancelled or delayed beyond this.

Knowing what to expect – Where possible, your eye clinic should tell you beforehand of any tests or treatment you'll have at your next appointment.

Time to ask – You should be given time to ask questions at each appointment. If there's anything you don't understand, it's OK to ask again.

Contact information – Your eye clinic should make it clear who to contact if you're worried about changes in your vision, or are having problems taking any prescribed medication.

Accessible information – Your eye clinic must provide appointment letters and test reminders in an accessible format.

Access to support – Your eye clinic should offer you access to emotional and practical support if needed.

[rnib.org.uk/askandtell](https://www.rnib.org.uk/askandtell)

Help your eye clinic to help you

Before your appointment

It's helpful to take the following with you:

- your appointment letter
- a list of current medications, including any eye drops
- your current glasses and a copy of your most recent eye test
- your diary or a list of suitable dates for tests, treatment or follow-up appointments

Make sure you know:

- your eye doctor's name
- the time and place of your appointment
- if any tests will temporarily affect your vision and ability to drive

You may want to:

- make a list of any questions or concerns



During your appointment

Take an active role – Asking questions and knowing what's happening and why can make you feel more involved in your care. Eye care professionals are used to all kinds of questions and are happy to help.

Treatment options – You have the right to drugs and treatment recommended by the organisation NICE for use on the NHS, if they're clinically appropriate for you. Any treatment and possible outcomes should be clearly explained to you.

Don't forget to ask – It's really important that you know when you should return to the eye clinic. **Why not store this information on the back of this leaflet?**

After your appointment

Booking follow-up appointments – Ask what the process is for booking your next visit. You may be able to book before you leave, or you may receive a letter at a later date.

Know who to contact – Find out who to contact if your appointment details don't arrive or if your appointment is cancelled or delayed beyond the recommended timeframe.

Take any medication as prescribed – If for any reason this isn't possible, tell the clinic. Being honest will help your eye doctor work out the best way to treat you.

Give feedback – Your views matter and help to improve the quality of eye care services. Why not share your positive or negative comments directly with eye clinic staff?

When it comes to appointments, ASK and TELL

A ask your eye doctor what timeframe your next appointment should fall within

S save the date once you know when your next appointment is

K keep it! Always turn up to your appointments

TELL your eye clinic if:

- your next appointment falls outside of the timeframe recommended by your eye doctor
- you wish to cancel or reschedule appointment

Still having problems getting an appointment?

**RNIB Campaigns Team on 020 7391 2123
or email campaigns@rnib.org.uk**

**The International Glaucoma Association on
012 3364 8170 or email info@iga.org.uk**

**Macular Society on 0300 3030 111
or email help@macularsociety.org.uk**

Use the space below to write down when you next need to be seen. Book your appointment within the timeframe recommended by your eye specialist.

Timeframe I need to be seen within	Date of appointment

Did you find this leaflet useful? Please give feedback on [rnib.org.uk/askandtell](https://www.rnib.org.uk/askandtell)