

# **How to get help in an emergency**

There are lots of options, please try them in the order described.

## **NHS patients**

Please call Limpsfield Ward on 01737 231672 in the first instance. They will either advise you or find someone to help you. If that doesn't work please try the Eye Clinic at East Surrey (ask switchboard on 01737 768511 to put you through to the clinic). If it is less of an emergency my NHS secretary may be able to help on 01737 231761, but the phone is not answered every day.

Out of normal working hours ask East Surrey switchboard on 01737 768511 to contact the on call eye doctor.

If you are away from the area then these hospitals are able to manage retinal cases:

- Moorfields Eye Hospital, London EC1V 2PD
- St Thomas' Hospital rapid access eye service, eye department, ground floor, South Wing, block C, Westminster

ster Bridge Road, London SE1 7EH

- Western Eye Hospital, 153-173 Marylebone Road, London NW1 5QH
- Sussex Eye Hospital, Eastern Road, Brighton, BN2 5BE

I try and keep these links up to date but they may change without warning – if all else fails please use your search engine to find your local eye service. You may call 111 if you wish but we find they sometimes direct people to units that don't have eye emergency services.

## **Private patients**

You will have been given a mobile phone number to call or message me direct. I will call back as soon as possible; the number does not take messages but I return any missed calls. Make sure you call from a phone that does not have its number blocked and that accepts incoming calls.

If I am operating or driving I cannot take calls so it could take two or three hours before I am able to respond.

If you cannot wait that long please call Gatwick Park who will either find me or ask one of my colleagues to help you.

If that fails and you still need help please use the options for NHS patients.

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For what to expect after surgery, see after vitrectomy.

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**Emergency contacts:** <https://www.vitygas.com/information/emergency-contacts/>

NHS patients call Limpsfield Ward or the East Surrey Hospital switchboard. Private patients use the mobile number provided.