

***Moorfields Private: Keeping you safe.***



We know some patients are feeling anxious about coming in for their appointments at the moment, but we want to reassure you with the measures we have put in place to help protect you. Moorfields Private is in a unique position as Moorfields Eye Hospital has been open for emergencies and sight saving eye care throughout the entire covid-19 pandemic. This experience has given Moorfields Private a wealth of knowledge around how best to protect patients and staff in these challenging times, while continuing to deliver world-leading eye care.

### **What can I expect before coming in for my appointment?**

**[Watch this video](#)** to find out what measures we have put in place to keep our patients and staff safe.

Before coming in for your appointment, your **[consultant's practice manager](#)** will contact you to check that you have not been experiencing any symptoms of Covid-19, including a high temperature, new persistent cough or change to your sense of smell or taste. If you are experiencing any of these symptoms you will be asked to stay at home for seven days or 14 days if a household member has symptoms, and to contact **[NHS 111 online](#)** if your symptoms worsen. They will also contact you to discuss rearranging your appointment when it is safe to do so.

If you are attending Moorfields Private for surgery your Consultant will discuss isolation instructions with you prior to your visit. This will include you completing a home test kit for Covid19 prior to your surgical visit.

### **What can I expect on the day?**

We have introduced a number of measures to help keep our patients and colleagues safe:

- At the hospital entrance, temperature and symptom checks will take place and you will be given face masks to wear throughout your stay.

- We have a number of hand sanitising points stationed around the building.
- We have installed Perspex safety screens on our reception desk.
- Our waiting areas have been laid out to maintain social distancing.
- We have staggered appointment times to maintain social distancing.
- We have a strict cleaning regime of all equipment in place and all equipment and surfaces are cleaned and sanitised before your appointment.
- All high contact points such as door handles and surfaces are all wiped clean regularly throughout the day.
- The clinical team who see you for your appointment will be wearing appropriate PPE (personal protective equipment) which may include a face mask, visor, gloves and a gown. We know you might not be used to seeing our team with this increased level of protective equipment but these steps are there to help keep you and our team safe.
- If you do need to bring someone, please only bring one relative, or carer. Please note, they may be asked to leave the hospital and collect you once your surgery is complete; this is to ensure social distancing measures are maintained in our waiting area.
- To minimise the number of people in our clinics, we are asking patients who cannot attend alone to arrive with a maximum of one other person. We understand that patients may need to travel in with a relative or carer, but please be aware that due to social distancing measures we have in place, we may ask them to wait outside for you. This is to ensure yours and other patients' safety in our clinics.
- For patients coming in for surgical procedures, we ask that if you need someone with you, that they drop you off and pick you up from the ward but do not stay in the hospital unless absolutely necessary.

Louisa Wickham, clinical director for Moorfields Private Eye Hospital, said: "We would like our patients to be reassured that they will be safe and well looked after when they come to Moorfields Private for their surgery. We were open for urgent eye care throughout the pandemic and this has given us experience, knowledge and a unique insight into the best ways to protect our staff and patients."

***For further information about Moorfields Private Eye Hospital's services contact our New Patient Team on:***

***Freephone: 0800 3283 421***

***Email: [moorfieldsprivate.enquiries@nhs.net](mailto:moorfieldsprivate.enquiries@nhs.net)***

***Website: [www.moorfields-private.co.uk](http://www.moorfields-private.co.uk)***