

Bristol Eye Hospital Ophthalmology Advice Line (Coronavirus Update)

27th March 2020.

In response to the coronavirus pandemic, and following national guidance, Bristol Eye Hospital will be reducing all routine work with immediate effect. The Bristol Eye Hospital Emergency Department will remain open for emergency eye problems only (08:30 – 16:30).

If a patient had an appointment scheduled at Bristol Eye Hospital, please advise them to call the number on their appointment letter to discuss the options available.

To protect both patients and staff we are also trying to reduce attendances and will be assessing patients at the entrance to the eye hospital. We may turn some people away from the emergency department if they present with mild, non-concerning symptoms.

Please refer to the ophthalmology advice on the remedy website available at <https://remedy.bnssgccg.nhs.uk/>

We are also bolstering our telephone advice and guidance for our primary care colleagues.

We have opened up new phone lines to contact the Ophthalmic Emergency Department and these will be fully staffed to the best of our abilities:

- 0117 342 4613 (08:30-16:30)
- 0117 342 4572 (08:30-16:30)

Outside of these hours there will be the on-call ophthalmologist contactable through Switchboard (0117 923 0000)

For the time being we have staff self isolating who are happy to offer primary care advice from home (09:00-17:00). Please contact Switchboard and ask for the **Ophthalmology Advice and Guidance Line**.

If there is a query about an existing outpatient, which is not an emergency please direct this to the subspecialty secretaries to query with the patient's team.

Thank you for your understanding in this difficult period.

Yours Sincerely,

Bristol Eye Hospital Emergency Department Team.