

## For the website

### Bristol Eye Hospital Emergency Department (Coronavirus Update)

June 2020

The Bristol Eye Hospital Emergency Department remains open for emergency eye problems only (08:30 – 16:30).

To protect both patients and staff, the Bristol Eye Hospital is practising strict social distancing.

During busy times the department may need to limit access to maintain social distancing. We would advise all patients to please call prior to arrival so we can attempt to redirect people to less busy times. We will always offer access to the most urgent conditions.

We have opened new phone lines to contact the Ophthalmic Emergency Department can be called on:

- 0117 342 4613 (09:00 -16:00)

**One particularly busy period is 08:30 when our doors open. We would suggest that patients do not arrive prior to opening, as there is no waiting room available until 08:30.**

**Please be aware that the Emergency Department operates a queuing system outside of the hospital to ensure social distancing. Please note that Relatives will not be allowed into the hospital unless they are accompanying a minor or are required for medical support.**

If you are a patient and have an appointment scheduled at Bristol Eye Hospital, please call the number on your appointment letter to discuss the options available.

#### **Information for GPs/Optometrists:**

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

- For clinical advice please refer to the ophthalmology advice on the remedy website available at <https://remedy.bnsgccg.nhs.uk/>
- Primary Care guidance: <https://remedy.bnsgccg.nhs.uk/media/3861/ophthalmology-primary-care-advice-final-12.pdf>
- Referral guidance: <https://remedy.bnsgccg.nhs.uk/media/3864/beh-referral-document-final-11.pdf>