

# Your follow-up telephone appointment after your visit to the Oculoplastic Eye Clinic

Department of Ophthalmology

Information for Patient

Last reviewed: April 2024

Next review: April 2027

Leaflet number: 1111 Version: 1.2

## Why am I having a follow-up appointment by telephone?

After your visit to the Oculoplastic Clinic, instead of returning to the hospital Outpatient Department for a follow-up appointment, your doctor or specialist nurse has arranged for you to have your next appointment by telephone. This will be with a doctor or one of our specialist nurses.

You will be contacted by telephone on an arranged date to talk about your progress. If at the time of your first appointment you had surgery and a sample of fluid or tissue (biopsy) was taken so it can be looked at under a microscope, we will explain the results to you and tell you if any further action is needed.

The benefits of a telephone appointment are:

- fewer visits to hospital.
- no transport costs.
- no problems with hospital parking.
- no time off work.

## How will I know when you are going to telephone me?

You will be contacted by post with a set date and time for your telephone appointment, just like any other clinic appointment.

**Health information and support is available at [www.nhs.uk](http://www.nhs.uk)  
or call 111 for non-emergency medical advice**

Visit [www.leicestershospitals.nhs.uk](http://www.leicestershospitals.nhs.uk) for maps and information about visiting Leicester's Hospitals  
To give feedback about this information sheet, contact [InformationForPatients@uhl-tr.nhs.uk](mailto:InformationForPatients@uhl-tr.nhs.uk)

## What can I expect from the telephone appointment?

On the date of your appointment an oculoplastic nurse specialist or eye doctor will telephone you. You should remain close to your telephone and make sure that it is not in use. Please note that we also have a face-to-face clinic running at the same time, so there may be some delay to your appointment time.

Due to patient confidentiality we will only be able to talk directly with you.

The telephone call will include the following:

- Confirming your identity by checking this against our details.
- We will talk about your eye condition.
- We will talk about any issues or concerns you may have.
- If a biopsy was taken, we will talk about your results and if anything further needs to be done.
- If you are having any problems we can arrange an appointment for you to be seen in the Oculoplastic Clinic.
- If there are no problems we can arrange for you to be discharged.

After the call a summary letter will be sent to you and your GP.

## How to contact us

If you have any queries or concerns please feel free to contact us:

- Oculoplastic Team: 0116 204 7971 (Monday to Friday - 8am to 5pm)
- Eye Casualty Department (for advice): 0116 258 6273  
Monday to Friday - 8.30am to 4.30pm  
Saturday, Sunday and bank holidays - 8.30am to 12.30pm

اگر آپ کو یہ معلومات کسی اور زبان میں درکار ہیں، تو براہ کرم مندرجہ ذیل نمبر پر ٹیلی فون کریں۔  
على هذه المعلومات بلغةٍ أخرى، الرجاء الاتصال على رقم الهاتف الذي يظهر في الأسفل

જો તમને અન્ય ભાષામાં આ માહિતી જોઈતી હોય, તો નીચે આપેલ નંબર પર કૃપા કરી ટેલિફોન કરો

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਨੰਬਰ 'ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ।  
Aby uzyskać informacje w innym języku, proszę zadzwonić pod podany niżej numer telefonu

If you would like this information in another language or format such as EasyRead or Braille, please telephone 0116 250 2959 or email [equality@uhl-tr.nhs.uk](mailto:equality@uhl-tr.nhs.uk)