

# Urgent eye problems

<https://kingstonhospital.nhs.uk/information/urgent-eye-problems>



This information is for anyone with an **urgent eye problem** who wants to know **where to get advice**.

This covers anyone in the Kingston catchment area. If you are outside of this area, we can tell you where you can be seen.

## Where to get advice

**You cannot attend the Royal Eye Unit face-to-face without an appointment.** We no longer have a walk-in casualty service.

If you have an eye problem, get advice from one of the services listed here. Each of these services will be able to tell you if your problem is urgent and needs immediate attention, and what the next steps should be. Choose the option which is most convenient for you.



### During the day, weekdays only (except bank holidays)

Phone the **Royal Eye Unit helpline** see [Contact details](#), below)

or

Use the **Urgent Eyecare Service** run by participating **local opticians** (see [Contact details](#), below)

or

Contact **your GP**.

### Evenings, nights, weekends and bank holidays

Contact **NHS 111**

or

Go to your **local hospital Emergency Department** (A&E).

Most emergency departments do not have eye specialists but can assess your problem and offer advice and treatment.

If necessary, you may be referred to an out-of-hours eye specialist. For patients in the Kingston area, this is at St George's Hospital. Or if the condition can wait until the next day, you will be asked to contact our Royal Eye Unit helpline (see [Contact details](#), below).

## What next

### Urgent

If you are told your condition is **urgent**, you will be:




- given an **appointment in our Acute Referral Clinic** at Kingston Hospital  
or
- **referred to a hospital with emergency eye care**, such as St George's.

If you live outside the Kingston area you may be redirected to another hospital.



### Not urgent

If you are told your condition is **not urgent**, you will be advised to see your GP, an optometrist (optician) or pharmacist.

## Contact details


<p><b>Royal Eye Unit helpline</b> for urgent eye problems</p> <p>020 8934 6799 Monday to Friday 8:30am to 4:30pm (last clinic appointment at 4pm)</p>	
<p><b>Urgent Eyecare Service</b> run by participating <b>local opticians</b></p> <p>This service is open to anyone registered with a GP in Southwest London. To find an optician offering this service, ask your local optician, or visit <a href="https://primaryeyecare.co.uk/">https://primaryeyecare.co.uk/</a></p>	
<p><b>NHS 111</b> for medical advice</p> <p>Dial111 Use the NHS App <a href="https://111.nhs.uk">https://111.nhs.uk</a></p>	

## Walk-in eye emergency services

<p><b>Western Eye Hospital</b> emergency department</p> <p>Open every day, 8am to 8.30pm          153-173 Marylebone Rd, London NW1 5QH          020 3312 6666  <a href="http://www.imperial.nhs.uk/our-services/ophthalmology/ophthalmology-accident-and-emergency/patient-information">www.imperial.nhs.uk/our-services/ophthalmology/ophthalmology-accident-and-emergency/patient-information</a></p>	
<p><b>Moorfields Eye Hospital</b> emergency department</p> <p>Open every day, 24 hours a day (including bank holidays)          Telephone helpline 020 7566 2345 (or out of hours 020 7253 3411)          162 City Road, London, EC1V 2PD  <a href="http://www.moorfields.nhs.uk/service/accident-emergency">www.moorfields.nhs.uk/service/accident-emergency</a></p>	

## Contacts

Royal Eye Unit helpline 020 8934 6799

<p><b>Translate</b></p>	<p>Please speak to a member of staff before or during your visit to the hospital if you require translation.</p>
<p><b>Accessibility</b></p>	<p>Please contact the Patient Experience Team on 020 8934 3850 if you need this information in a different format.          For information accessibility please visit Kingston Hospital AccessAble  <a href="http://www.accessable.co.uk/kingston-hospital-nhs-foundation-trust">www.accessable.co.uk/kingston-hospital-nhs-foundation-trust</a></p>
<p><b>Support services</b></p> <p>Visit the hospital website, ask a member of staff, or ring us for details.</p> <p><a href="http://www.kingstonhospital.nhs.uk">www.kingstonhospital.nhs.uk</a></p> <p>Switchboard 020 8546 7711</p> 	<ul style="list-style-type: none"> <li>• 'Find Us' page for maps, transport, registering a blue badge, disabled access</li> <li>• Information, advice and support for patients and relatives (PALS) 020 8934 3993</li> <li>• Pastoral and Spiritual Support 020 8546 7711</li> <li>• Learning Disability Liaison Team 020 8934 6895</li> </ul>