

Information for new patients

Orthoptic Clinic

Other formats

If you need this information in another format such as audio CD, Braille, large print, high contrast, British Sign Language or translated into another language, please contact the PALS desk on 01271 314090 or at rduh.pals-northern@nhs.net.

You have been seen today in the orthoptic clinic.

Your child will need follow up orthoptic appointments which may continue on a regular basis over the next few years.

We often see children in the orthoptic clinic up to the age of approximately 8 years old, depending upon their eye condition.

It is vital that your child is brought to **all** their appointments in order to monitor their visual development and to start or change any treatment that may be required.

The orthoptic department sees many children and each appointment slot is of great value.

On average 37 orthoptic appointments are missed per month, which equates to 2.5 whole days of clinics or approx. 450 appointments per year. This means other children are waiting longer than necessary for their orthoptic appointments.

We understand that it is not always possible to make the date or time offered, but it is very important that you contact us immediately if you cannot make your appointment so that we can offer it to another child on the waiting list.

We can be contacted on 01271 322469, and if our admin team cannot take your call there is an answerphone available for you to leave a message. Please include details of your telephone contact number, your child's name, date of birth and the appointment date and time should you need to change it.

Please remember to update us with any change to your address or telephone contact details whilst your child is under our care.

Please note, it is Trust policy for the department to inform the safeguarding team if children are repeatedly not brought to their appointments.

PALS

The Patient Advice and Liaison Service (PALS) ensures that the NHS listens to patients, relatives, carers and friends, answers questions and resolves concerns as quickly as possible. If you have a query or concern call 01271 314090 or email rduh.pals-northern@nhs.net. You can also visit the PALS and Information Centre in person at North Devon District Hospital, Barnstaple.

Have your say

Royal Devon University Healthcare NHS Foundation Trust aims to provide high quality services. However, please tell us when something could be improved. If you have a comment or compliment about a service or treatment, please raise your comments with a member of staff or the PALS team in the first instance.

Tell us about your experience of our services. Share your feedback on the Care Opinion website www.careopinion.org.uk.

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