

## Choosing where you have your appointment

You can choose where you would like to go from any of the locations listed below.

### **Specsavers, Leatherhead**

12 The Swan Centre, KT22 8AH

Tel: 01372 227740

### **Specsavers, Epsom**

Unit 3 28, 22 High Street, KT19 8AH

Tel: 01372 744250

### **Integrated Care Partnership, Epsom**

Old Cottage Hospital, Alexandra Road, KT17 4BL

Tel: 01372 847304

### **Specsavers, Banstead**

105 High Street, SM7 2NL Tel: 01737 858940

### **Specsavers, Dorking**

110 High Street, RH4 1BA Tel: 01306 745350

### **Specsavers, Walton-On-Thames**

22 High Street, KT12 1DA Tel: 01932 251960

### **Specsavers, Guildford**

23 Friary Street, GU1 4EH Tel: 01483 452225

### **Specsavers, Kingston**

56-58 Clarence Street, KT1 1NP

Tel: 020 8974 6677

### **Specsavers, Surbiton**

2 Surbiton Parade, KT6 4RB Tel: 020 8339 8900

### **Specsavers, Woking**

3 Mercia Walk, Wolsey Place Shopping Centre,

GU21 1XS Tel: 01483 767170



**Surrey Downs**  
Clinical Commissioning Group

# Are you having eye problems?



**If you have sore or red eyes, or you've noticed problems with your vision, our new community eye care service can help**

*This free NHS service is available from a range of different locations including some High Street opticians. See inside for details.*

***In an emergency always call 999 or go to A&E***

## What types of eye problems can be seen at the community service?

The community service can assess and treat people experiencing the following common minor eye problems:

- Eye pain
- Red or sore eyes or eyelids
- Dry, gritty or uncomfortable eyes
- Irritated or inflamed eyes
- Watery eyes or sticky discharge from the eye
- Flashes or floaters in the eye
- Ingrowing eyelashes
- Suddenly reduced vision
- Foreign body in the eye (e.g. small piece of grit or wood)
- Excessive tears

*Please note: this service does not offer sight tests.*

If you have a major eye condition that is being regularly monitored by your optometrist or a hospital eye service, these conditions cannot be treated through this service (e.g. cataracts, diabetic retinopathy or glaucoma).

**If you are suffering from significant eye pain, a sudden loss of vision in one or both eyes, chemical burns or a penetrating eye injury then you should go straight to your nearest Eye Casualty department or A&E.**

## Who can use this service?

The service is for anyone who is registered with a GP practice in the Surrey Downs area. To find out if we cover your surgery see [www.surreydownsccg.nhs.uk](http://www.surreydownsccg.nhs.uk)

The service can see people of all ages – adults and children who are two years old and above.

Children aged between 2-16 years must be accompanied by their parent or guardian.

## How can I make an appointment?

Details of opticians and GP practices that offer this service can be found on the back of this leaflet. You can choose which service you contact and you can call them yourself (you don't need to go through your GP).

The service will usually ask you to come in for an appointment so it's best to call first and book it in. Appointments are available during the day and some locations also offer appointments during evenings and weekends.

## What will happen when I call?

When you call you will be asked some questions about your symptoms. This will help them assess how quickly you need to be seen. In urgent cases they will ask you to come in for an appointment with 24-48 hours and for more routine problems you will usually be seen within five days.

## What will happen at the appointment and do I need to take anything with me?

If you wear glasses you should take them with you to your appointment, along with a list of any medicines you are taking.

At the appointment the optometrist or clinician may put drops into your eyes to enlarge your pupils and get a better view of your eyes. You shouldn't drive until the effects of these drops have worn off, which may take a few hours.

If the optometrist or clinician feels you need an appointment at a hospital eye clinic they will refer you to the hospital of your choice. If your eye problem is linked to other health issues you may also be asked to make an appointment with your GP.