

# NHSCataractPatient Journey



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# Why choose Optegra?

With cataract surgery comes the chance to change your vision for the better. The procedure can only be carried out once, so you deserve to have access to all the appropriate options.

## Why do so many patients choose Optegra?

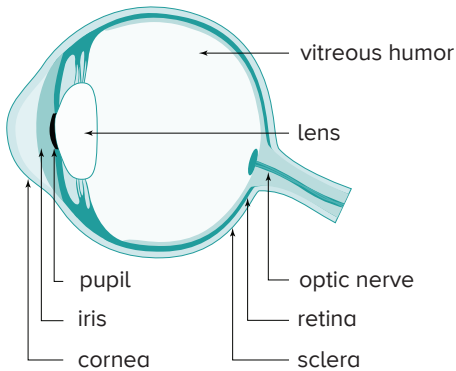
- Expert eye consultants highly regarded within the medical community and respected in their field
- The highest standard of aftercare, with help on hand 24 hours a day should the need arise
- We actively review and audit our results to ensure we are consistently delivering the highest quality to our patients
- Reduced waiting times - you'll have your first consultation typically within 2-3 weeks
- Fast appointments, typically you will be in the hospital for no more than 2 hours
- Expert surgeons, state-of-the-art technology and caring support staff
- Your NHS procedure carried out in a dedicated Optegra Eye Hospital furnished to a five-star standard
- Your treatment is entirely free-there are no additional charges at any point
- Continuity of care before, during and after the procedure



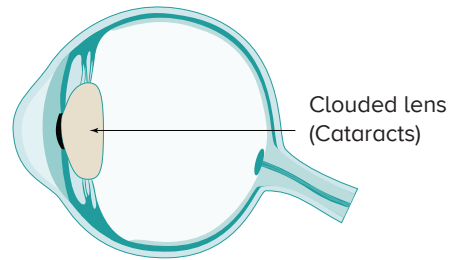
# What are Cataracts?

Cataracts are when clouding develops over the lens in your eye the lens. Over time, this clouding causes blurred vision, rather like looking through frosted glass. Cataracts can also cause colour vision to fade and may cause glare or double vision.

Normal eye



Eye with a Cataract



Normal Vision



Vision with a Cataract



At present, the only treatment for Cataracts is surgery. If the Cataract is not removed, vision will gradually worsen.

# Patient journey at a glance

## Diagnosis & referral

Following your appointment with your local optometrist, the optician will be able to refer you to Optegra or another local hospital.

Once our dedicated NHS team receive and process your referral, you will be contacted by our clinical team to complete a telephone assessment.



## Pre-assessment & booking your initial appointment

During your telephone assessment, a member of our clinical team will ask you a series of medical questions and book your initial appointment.



## Initial appointment

You will be greeted by our reception team. A member of our healthcare team will complete a series of vision and diagnostic tests. You will then be handed over to one of our dedicated optometrists who will confirm your suitability for surgery and will complete your first stage of consent.



## Booking your Surgery

Following your initial appointment, our dedicated NHS team will be in contact to arrange your surgery date.



## Day of Surgery

You will be greeted by our receptionist team. A nurse will come and collect you and take you to the ward and will perform pre-surgery checks. Your consultant will then complete second stage consent and ask a series of questions. You will then be taken to theatre for a 15 minute surgical procedure. Following surgery you will head back to the ward and one of our nurses will explain post-operative care and what to expect next.



## Your post-operative appointment

Your post-op assessment will be booked at either your optician's practice or at Optegra.



## Discharge

Please continue to arrange your routine sight tests with your local optometrist.

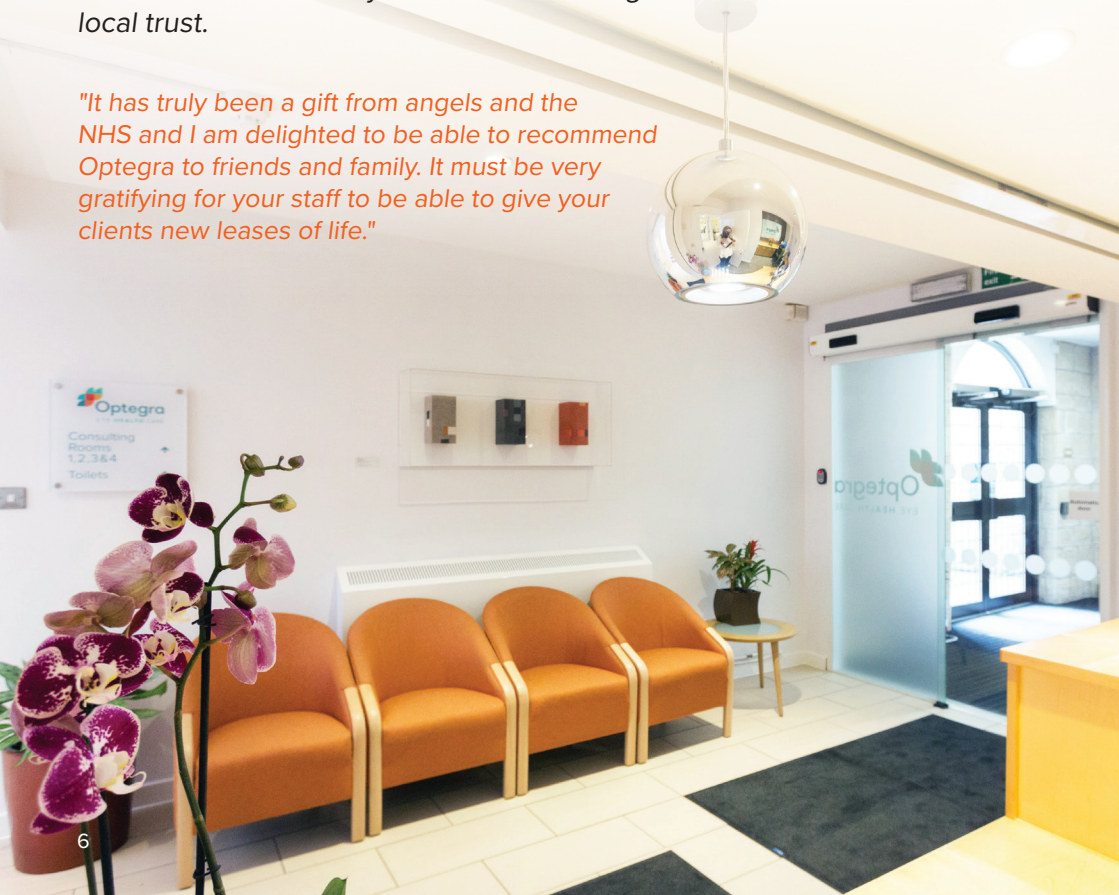
# Pre-Assessment

The purpose of this assessment is to make sure you receive the right treatment for you in the right facility.

- You will receive a text message within 24 hours of us receiving your referral, confirming next steps.
- You will receive a call from our dedicated pre-assessment team who will ask you a series of questions about your general health and medical history, including eye health history.
- Following your successful pre-assessment, our pre-assessment team will arrange a suitable time for you to attend your initial appointment.

*If we find you are not suitable for treatment at Optegra, our dedicated NHS team will contact your referrer advising them to onward refer to a local trust.*

*"It has truly been a gift from angels and the NHS and I am delighted to be able to recommend Optegra to friends and family. It must be very gratifying for your staff to be able to give your clients new leases of life."*



# Initial appointment

The purpose of this appointment is to run through tests and checks on your eyes, to make sure you receive the right treatment for you.

At this appointment, we will use dilation drops on your eyes. These drops are used to assist with the pre-operative testing. The effects of these drops could last for a number of hours, therefore we recommend that you do not drive yourself home afterwards.

## On the day...

- You will be greeted by our receptionist team who will ask you to confirm your identify and complete necessary paperwork.
- One of our healthcare technicians will take you to our diagnostics suite and will perform a series of diagnostic tests.
- An optometrist will then review your results and ask you a series of questions relating to your eye history and symptoms.
- The potential risks and benefits of Cataract surgery will also be discussed, including all available options.
- If you are suitable, you and your optometrist will then complete your first stage of consent.
- Your optometrist will advise our NHS team of your outcome. They will then contact you to arrange your surgery.

*If you are unsuitable for surgery, our dedicated NHS team will contact your referrer advising them to onward refer to a local trust.*





# Day of Surgery

Cataract surgery is the most common operation performed in the UK. On your day of surgery, you will typically be in the hospital for no more than 2 hours. It is normal to be anxious about your surgery, rest-assured our friendly clinical team will support you through every step of the journey and put your mind at ease.

The team and your consultant will talk you through everything they are doing to make you feel comfortable throughout.

- You will be greeted by our receptionist team.
- A member of our healthcare team will collect you and take you to the ward.
- A nurse will complete pre-surgery checks and will insert drops into your eyes.
- Your operating consultant will mark your eye, check if you have any more questions and confirm you are still happy to proceed with surgery.
- You will then be taken to the theatre where further drops will be administered by the consultant's clinical support team members.
- Your consultant will make a tiny incision in the eye to remove the Cataract and replace it with a new lens.
- Once the procedure is over, usually within 15 minutes, you will be taken into a comfortable recovery lounge.
- A nurse will then provide you with post-operative care information and eye drops to take home.

*"On the day, the staff were excellent. From the minute you enter they are so caring, taking you to each destination. It was very caring and I also appreciated the humour of the surgeon. My second op was the last of the day and was quite a tough cataract but he put me at ease. I could tell he was great with his staff, thanking everyone on his team. These are the skills I train people to have!"*

**- Maggie Williams**



# Immediately after your Surgery

The following effects are completely normal and should improve over time.

You may also experience:

- Mild discomfort in and around your eye
- The eye feeling itchy and sticky
- Blurred vision
- A feeling of grittiness in your eye
- A slight headache
- Bruising of the skin around the eye
- Discomfort when looking at bright lights

Taking an over-the-counter painkiller, such as paracetamol or ibuprofen, will help reduce discomfort. Wearing sunglasses may help avoid any short-term discomfort caused by bright lights.

## Post-Surgery advice

Once you are home you should rest.

If you've been given an eye shield, keep it on until the next morning. Clean your eye lid with cooled boiled water and gauze or cotton pad, and start your eye drops regime.

If advised, ensure to re-tape the eye shield before sleeping for 7 nights.

# DO's and DONT's

**DO** the following:

- ✓ Wear your eye shield overnight for 1 week if provided and advised
- ✓ Wear sunglasses outside for the first week after surgery
- ✓ Apply your prescribed eye drops as instructed
- ✓ Avoid smoky and dusty atmospheres
- ✓ It's okay to wash your hair 1 week after surgery
- ✓ It is okay for you to watch television after surgery, but your vision may be a little blurred for the first few days
- ✓ It's okay to have showers/baths after surgery, but only wash from the neck down to avoid getting water in the eye

## **DON'T** do the following:

- ✗ Wet your eyes for 2 weeks unless directed
- ✗ Rub or put pressure on your eyes for at least 1 week after surgery
- ✗ Drive until you are able to meet the legal requirement as per UK Driving Standards (i.e. read a registration plate at 20m and feel safe to do so).
- ✗ Dust or vacuum for 1-2 weeks
- ✗ Exercise, other than walking, for 2 weeks
- ✗ Wear eye cream or eye makeup for 2 weeks
- ✗ Read until comfortable
- ✗ Use computers until comfortable without straining
- ✗ Swim for 3 weeks
- ✗ Heavy lifting for 4 weeks, light lifting for 2 weeks
- ✗ Gardening for 4 weeks
- ✗ Contact sports for 4 weeks
- ✗ Fly long haul for 2 weeks, short haul for 1 week
- ✗ Have facials for 2 weeks
- ✗ Use hair dye for 6 weeks
- ✗ Use sunbeds for 4 weeks
- ✗ Use lash tints/perm for 2 weeks
- ✗ Wax or pluck eyebrows for 1 week
- ✗ Drink alcohol until the next day, but beware of dry eyes
- ✗ Jog/run for 2 weeks

# Instilling your eye drops

Always wash your hands before instilling your eye drops.

Make sure you read the label and follow these simple steps:

- STEP 1** Wash and dry your hands
- STEP 2** Tilt your head back
- STEP 3** Place the dropper close to the eye without touching and look up
- STEP 4** Only put the prescribed amount of drops in your eye
- STEP 5** If you have been prescribed more than one type of eye drops, leave 5 minutes between administering each type

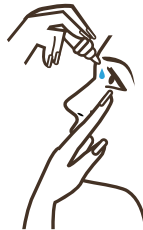
- 1** Tilt your head back



- 2** Pull your lower lid down creating a pocket



- 3** Put a drop in the pocket without touching your eye with the bottle



- 4** Close your eye and use a clean tissue to wipe the excess from your cheek



## Cleaning your eye

Keeping your eye clean can aid healing, the following steps are the best method post eye surgery:

- STEP 1** Boil water
- STEP 2** Leave to cool, do not apply pressure
- STEP 3** Gently wipe eyelashes using a cotton pad on closed eyes
- STEP 4** Use a separate cotton pad each time you wipe the eye  
Never use the same pad to wipe both eyes

# What to expect at your post-operative appointment

The purpose of your post-op appointment is to check your eye health and test your vision following surgery.

Your post-op assessment will be booked at either your optician's practice or at Optegra.

- You will receive a call from your optician or you will receive an appointment from Optegra's booking team within 3 weeks of your operation.
- Your post-op assessment will be scheduled 4-6 weeks after your surgery.
- If you require surgery on your second eye, we will contact you to book a date for this appointment.
- If your appointment is with your local optician, your outcomes will be sent back to Optegra.
- Following your final post-op appointment, your optometrist or Optegra will confirm all is okay and you will be officially discharged from our care.
- Following discharge, please continue to arrange your routine sight tests with your local optometrist.

# Contacting our clinical advice team

If you experience any of the following symptoms, please contact Optegra immediately:

- A throbbing or severe pain in or around the eye, unrelieved by analgesia (painkillers);
- A severe frontal headache with or without nausea and vomiting;
- A sudden deterioration or loss of vision;
- Severe photophobia (considerable pain when eyes are exposed to any type of light), increasing redness, discharge, swelling in or around your eye;
- The sudden appearance of black dots, specks or streaks in your field of vision, floaters or flashes of light in your eye;
- A shadow or dark curtain across your vision.

If it is outside of normal working hours and you are experiencing any of the symptoms listed above, please call the emergency on-call team for further advice.

**Place phone number here**

# Frequently asked questions

## What to expect...

### QUESTION ANSWER

- How soon after having my pupils dilated by drops can I drive?** Each patient responds differently to dilation drops. We recommend not driving for the remainder of the day to allow for maximum recovery.
- How soon after my initial appointment will my surgery take place?** Surgery will typically take place 4-6 weeks after your initial appointment.
- How many weeks after my surgery will the post surgery follow-up take place?** Your post surgery follow-up check will take place approximately 4 weeks after the procedure.
- Will I be awake during the procedure?** Yes. Optegra performs NHS cataract procedures using local anesthetic.
- How soon after surgery can I drive?** You must be able to read (with glasses or contact lenses, if necessary) a car number plate made after 1 September 2001 from 20 metres.
- If only one eye is operated on you must feel comfortable to drive with both eyes open and no double vision. Do not drive until you are fully comfortable.
- Will my vision be clear straight away?** No. It is normal to have grittiness, watering, blurred/double vision or a red or bloodshot eye. Mild light sensitivity is normal. These symptoms usually improve after a few days but it can take 4-6 weeks to fully recover.
- How long is the recovery time?** Surgery recovery time is considered to be approximately six weeks. Over-the-counter pain relievers, such as paracetamol, may be taken during the first few days if necessary.
- Will I need to wear my glasses or contact lenses after surgery?** Most patients will continue to wear contact lenses or glasses after their cataract treatment. If you have had cataract surgery with a premium lens, you will be advised by your consultant.



# Why patients like you **TRUST** Optegra

The NHS is partnering with Optegra to ensure swift delivery of NHS Cataract services.

Patients and professionals alike are increasingly choosing Optegra, and we are proud to be top-rated on both Trustpilot and Doctify.

Whether it's NHS or Private, we believe people should see the best they can.

**T**

**Top-rated eye hospital according to patients**

**R**

**Results are excellent and consistent**

**U**

**UK's largest network of dedicated eye hospitals**

**S**

**Surgeons who are committed experts in the field of eye care**

**T**

**Treatment for most eye conditions**

# Optegra Eye Hospital North London

Optegra Eye Hospital North London is dedicated to delivering outstanding Ophthalmic care.

We are committed to the highest standards of patient care which is why our hospitals are commissioned by the Care Quality Commission (CQC). We are experts in eye care; all of our Consultants are NHS trained.

During all stages of your journey, our dedicated team will be by your side to ensure you feel comfortable, relaxed and informed throughout the treatment process.

Located in the heart of North London, our hospital is easily accessible by all forms of transport.

**“The care of our patients is at the forefront of every decision we make at Optegra”**

**Richard Armitage**  
NHS Director



Please ask your optometrist to refer you to Optegra Eye Hospital North London.

# Advanced Cataract treatment options

Standard cataract surgery with single focus lens (monofocal) implants, as provided for by NHS funded services is suitable for many. However, it's important for anyone considering Cataract treatment to be aware of the wide range of more advanced lens implant options available today.

If you have a strong preference to enjoy a life less reliant on spectacles after cataract surgery, then one or more of the technologies shown here could help us to achieve your goals. In accordance with Royal College of Ophthalmologists & General Medical Council guidance we outline some of the major developments in intra ocular lens (IOL) technology that Optegra provide in their private cataract surgery service.

Patients referred through NHS services can consider any of the options outlined below by requesting transfer to our private cataract surgery service.



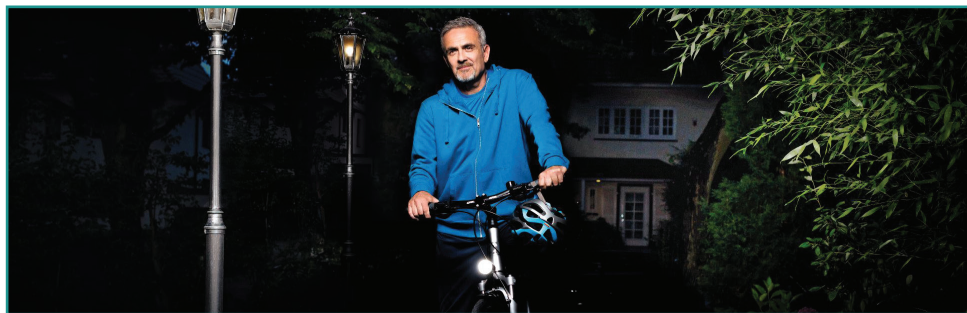
## Multifocal Lens Implants

These implants offer the prospect of a very high level of spectacle freedom for normal day to day (distance) viewing, as well as close viewing such as reading menus, magazines and using a smartphone.



## Extended Focus Lens Implants

These implants offer the best prospect for gaining spectacle freedom for working with computer displays / laptops whilst still providing excellent far distance vision.



### Enhanced Depth of Field Lens Implants

These implants provide an enhanced viewing experience at the 1-3 metre range – and are especially useful to consider for patients who want minimum optical side effects but also value enhanced vision performance in the far intermediate range.

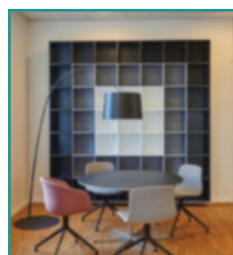
### Toric Lens Implants

These implants are designed to counteract astigmatism— an optical anomaly often arising from corneal shape abnormalities. Some degree of astigmatism is present in around 20% of patients seen for cataract treatment.

Multifocal and EDOF IOL's are also available in Toric format to help improve outcomes where astigmatism is found to be present.



Without  
astigmatism



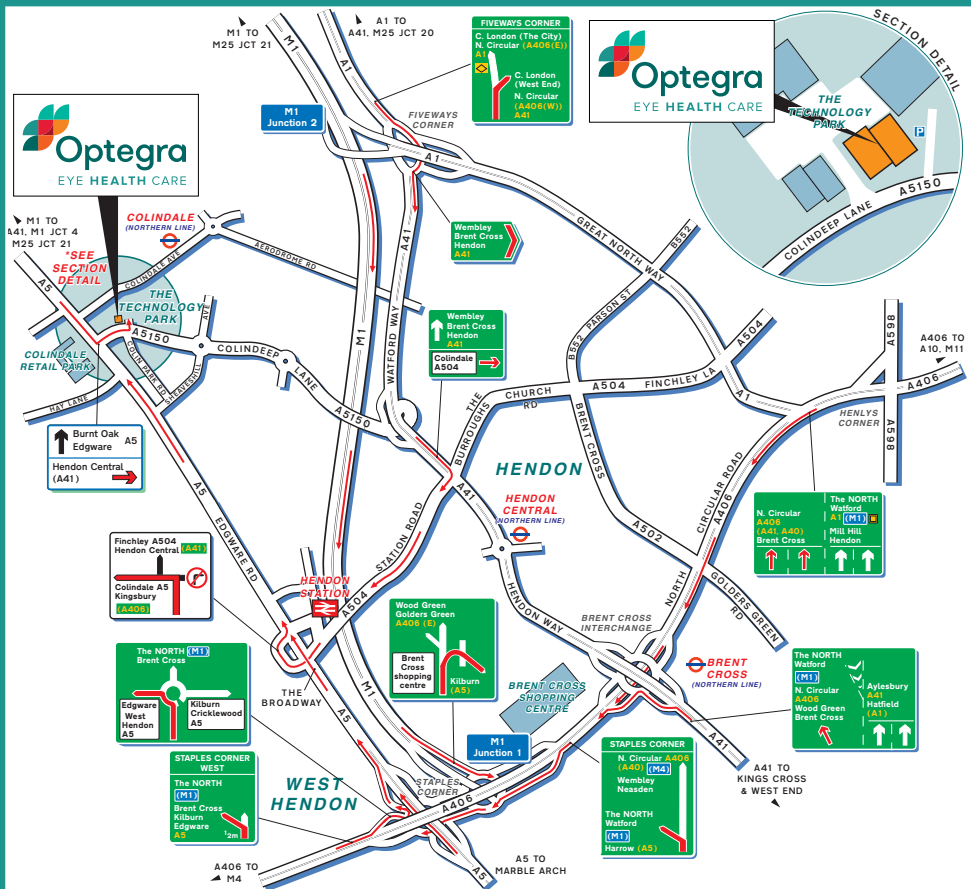
With  
astigmatism

Advanced technology lens implant options can be considered by anyone who is keen to minimise their reliance on glasses after cataract surgery. Just ask your clinician whether you could be suitable for advanced cataract surgery and they will be glad to help you understand your options.

Please note that those electing to consider private cataract surgery are free to choose an alternative service provider should they wish.

**To find out more information about our private cataract treatment options please contact us today on 0800 084 6094**

# Finding Optegra Eye Hospital North London



Your optometrist can refer you to Optegra.  
You may also contact us directly to find out more.

Visit online - [www.optegra.com/NHS](http://www.optegra.com/NHS)  
E-mail us - [Optegra.bookings@nhs.net](mailto:Optegra.bookings@nhs.net)  
Call us directly - 0207 509 4186