Dear Colleagues,

**Additional  Patient Help line Department of Ophthalmology  ( )01332 789932)**

I am writing to inform you that we have ***now established a telephonic help line at the Royal Derby Hospital Department of Ophthalmology***wherein patients who are in the hospital eye service can ring for advice and for those who ring the GPS's and opticians which can be deflected to if the nature of the complaint is such which cannot be managed virtually or in the community during the COVID restrictions.

This help line will be ***manned during week days ( Monday to Friday) from 8am  to 4 pm*** wherein the patients complaints will be recorded down and then a pt will be contacted by an ophthalmologist who will provide a virtual consultation to the patient and if red arrange for the patient to be seen in the unit with in 24- 48 hours.

***This telephone line ( which will be active only during the COIVD restrictions) will be in addition to the existing primary care line*** which we have in active operation.

 We are hopeful that this additional service will prove to be helpful to improve patients access to the hospital eye service

Kind Regards

Mr. Pankaj Puri  
Consultant Ophthalmologist & Assistant clinical Director Ophthalmology  
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