



# Active triage

The active triage process in our accident & emergency (A&E) department is set up to assess and treat children with urgent and emergency conditions; the range of routine tests and investigations is limited in this department.

## Why do we do this?

Active triage is a check to see who needs to be seen urgently today for treatment and who would be better seen at another time in one of our regular clinics or by a community optometrist/optician.

This means that if children need emergency care in A&E they will have a shorter wait to receive treatment because the department will not be so full. Any child needing less urgent care can be seen and treated in a booked clinic with all the tests available or directed to the best place to be assessed.

## How does this affect my child?

When you come to the children's A&E in Moorfields, your child will be assessed by a triage-trained nurse who will decide which option can provide the best care for them today.

- If your child has an urgent eye problem this will most likely mean immediate treatment today.
- If your child does not require emergency eye care one of the following options will apply:
  - You will either be given an appointment date for a clinic before you leave or be sent an appointment in one of our clinics best suited for your child's needs.
  - We will recommend that your child has a standard eye test with a community optometrist ('high street optician'). If there are any issues, the optometrist will be able to refer you on to the hospital eye service.
  - We will recommend that your child see their GP for referral to your local eye clinic.

Your child's records will also be checked by a senior paediatric eye doctor and if any change in plan is required we will be in touch.

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**Moorfields Eye Hospital NHS  
Foundation Trust**  
City Road, London EC1V 2PD  
Phone: 020 7253 3411  
[www.moorfields.nhs.uk](http://www.moorfields.nhs.uk)

### **Moorfields Direct telephone helpline**

Phone: 020 7566 2345  
Monday-Friday, 8.30am-9pm  
Saturday, 9am-5pm  
Information and advice on eye  
conditions and treatments from  
experienced ophthalmic-trained nurses.

### **Patient advice and liaison service (PALS)**

Phone: 020 7566 2324/ 020 7566 2325  
Email: [moorfields.pals@nhs.net](mailto:moorfields.pals@nhs.net)  
Moorfields' PALS team provides  
confidential advice and support to help  
you with any concerns you may have  
about the care we provide, guiding you  
through the different services available  
at Moorfields. The PALS team can also  
advise you on how to make a complaint.

### **Your right to treatment within 18 weeks**

Under the NHS constitution, all patients  
have the right to begin consultant-led  
treatment within 18 weeks of being  
referred by their GP. Moorfields is  
committed to fulfilling this right, but if  
you feel that we have failed to do so,  
please contact our patient advice and  
liaison service (PALS) who will be able  
to advise you further (see above). For  
more information about your rights  
under the NHS constitution, visit  
[www.nhs.uk/choiceinthenhs](http://www.nhs.uk/choiceinthenhs)

