

R N I B

See differently

Seeing the eye doctor

**Easy
Read**





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About this easy read booklet

This easy read booklet is about seeing the eye doctor.

You can find out about:

- how to get ready for your appointment.
- going to the hospital.

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This booklet is from **Royal National Institute of Blind People (RNIB)**.

RNIB is a charity that helps anyone who is worried about their eyes.



Seeing the eye doctor

If there may be a problem with your eyes, your doctor or optician (the person who tests your eyes) might ask you to see the eye doctor.



Eye doctors normally work in hospitals and their job is to help you if you have a problem with your eyes.



Before your appointment

You will get a letter about your appointment with the eye doctor. You should keep it safe.



Your appointment letter will tell you:

- Where to go.
- Who you will meet.
- What date and time your appointment is.



You might need to wait some time before the date of your appointment.

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See differently

You can get help and information about your eyes from RNIB.



RNIB Helpline can give you help with your eyes and answer any questions you have.

You can call the RNIB Helpline on **0303 123 9999**.

We are open:



Monday to Friday,
8am to 8pm

Saturday, 9am to 1pm

You can also get help from RNIB by email.



Email
helpline@rnib.org.uk

**Calling RNIB
Helpline.**



Or say, “Alexa, call
RNIB Helpline” if you
have an Alexa.



You can ask someone
to come with you to
your appointment.

It should be someone
you trust.



You could ask a family
member, friend, or your
support worker.



You can tell the hospital what you need before your eye appointment

It is a good idea to tell the hospital before your appointment about what might make your appointment better.



You can call the hospital on the number on your hospital appointment letter.



You can ask someone you trust to help you, such as a family member or support worker.



You should tell them:

- If you find it harder to hear.
- If you need information another way, such as easy read or large print.
- If a longer appointment would help. You might take longer to do the tests.
- How you prefer to communicate.
- What things make you worried.



- If you would prefer not to wait in the waiting room.



- If you would like to visit the eye clinic before your appointment so you can get used to what it is like there.

You should tell the hospital if you need:



- An **interpreter** (person who translates what the eye doctor is saying into your preferred language).



They can help if English is not your first language, or if you use sign language.



- Help travelling to your appointment.
- Help getting around the hospital.



If you wear contact lenses, it is a good idea to ask the hospital if you should wear them to your appointment.



You can also ask the hospital if there is anyone at the hospital who can help you.

What to take with you

You can use this checklist to remember what to take to your appointment.

You should take:

- ☐ Your appointment letter.
- ☐ Any other letters you have about your eyes.
- ☐ Your health passport if you have one.
- ☐ A list of medicine you take, even if it is not for your eyes.





☐ Any eye drops you use.



☐ Your glasses or contact lenses.



☐ A list of questions to ask the eye doctor, so you don't forget.



☐ A pen and paper so you can write down important information.



☐ Something to do while you wait, such as a book or crossword puzzle.

What to do when you arrive



When you get to the hospital you need to tell them you have arrived.



Go to the reception desk and talk to the **receptionist** (the person who helps visitors).



You can also show them your appointment letter.



It is a good idea to remind them if you need any help.



The receptionist will tell you where to go for your appointment.

You can ask them for directions, or if someone can guide you there.



Meeting the eye doctor

The eye doctor will talk to you about your eyes and ask you questions.



This is so that they can decide if there is a problem with your eyes.



You can get ready by thinking about what you will say. You can tell the eye doctor:

- If anyone in your family has a problem with their eyes.
- If you have had any eye problems before.
- If you smoke.
- Any symptoms (signs something is the matter) you have noticed with your eyes.
- When you noticed the symptoms.



It can be helpful to have health information written down. You can ask the eye doctor to send you a letter about what happened at your eye appointment.

You can ask the eye doctor questions

It is normal to have questions about your eyes.



If the eye doctor says something you don't understand, it is important to tell them. You can ask them to explain it in a different way.



You can ask the eye doctor:



- What is the matter with my eyes?
- What happens next?
- Do I need any treatment?

What to do if you need more help

You can call the RNIB Helpline on **0303 123 9999** for help and advice about your eyes.



You can also get help by email at **helpline@rnib.org.uk**.



RNIB also has an easy read guide to what happens after your eye appointment. You can find out about what will happen and where you can get more help.

Visit **[rnib.org.uk/](https://www.rnib.org.uk/waiting)**
waiting

This Easy Read document was designed by
Royal National Institute of Blind People (RNIB)

www.rnib.org.uk

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