

COVID-19: Diabetic Eye Screening Appointment Frequently Asked Questions

<p>How will my eyes be affected with being so overdue?</p>	<p>If your last screening results were normal you should not be affected by the delay.</p>
<p>My GP surgery have advised me to call for an appointment so how come you are unable to screen me?</p>	<p>We are ensuring that anyone high-risk is screened as a matter of priority. We will then screen newly diagnosed people. Be assured you will receive an appointment through the post and do not need to call to book.</p>
<p>I am having problems with my vision, but I am not high risk – where do I go?</p>	<p>Your GP, local optician, or hospital eye service A&E department.</p>
<p>How long is the appointment likely to take? Will it be any longer?</p>	<p>The appointment will not take any longer than usual.</p>
<p>I am travelling via public transport; will I have to queue outside?</p>	<p>This depends on the venue where you are being screened. Please arrive on time and not too early to avoid having to wait outside.</p> <p>As per the new government guidance you should wear face coverings whilst travelling on public transport.</p>
<p>I do not have a mobile phone for the screener to contact me, what shall I do?</p>	<p>Make yourself known to the Screener either by informing reception or being readily available outside for when the screener comes to call you through.</p>
<p>How are you working differently to maintain safety?</p>	<p>We recently carried out a survey to determine how safe our people felt attending their appointments in May and June 2020. Over 99% said they felt safe.</p> <p>All Screeners will be provided with and wearing PPE. Those attending appointments are required to wear a face covering. Appointments are being spaced out to ensure you are not in a waiting room with another person and to ensure sufficient time to clean down equipment between screenings. Hand hygiene will be paramount. There will also be a Perspex screen over the camera.</p>
<p>Will the screener be wearing PPE?</p>	<p>Yes, the Screener will be wearing a visor, mask, gloves, and a plastic apron.</p>

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What if I do not have a face covering?	The Screener will be able to provide you with one, but these are limited so where possible please bring your own.
What if I cannot wear a face covering, can I still be screened?	Yes, if you cannot wear one for medical reasons you can still be screened.
When will I receive an appointment?	Your appointment will be later than usual this year but if you are classed as high risk you will be given priority. If you have had normal results in the past, then you are classed as low risk.
Why can I not go to my usual venue?	We are having to reduce the amount of screenings at each clinic to ensure those attending and staff safety meaning we have had to take on additional screening venues.
Are BSL interpreters and language line still available?	Yes
Will parking charges still apply (if applicable)? (especially if people must wait outside venue in their car)	This is dependant on the screening venue, but you will not be required to wait any longer than usual, and therefore normal parking charges will not have increased. Unfortunately, we do not have any control over the car parking charges at or around our screening venues.
Will anybody be able to accompany me into the screening?	We are asking that only the person attending screening themselves enters the building to ensure social distancing can be adhered to. Those under 16 can be accompanied by a parent/guardian as long as the guidelines can be adhered to.
I am over 70 or previously received a government letter asking me to stay indoors – shall I come to my appointment?	You can be assured that the strictest of safety precautions will be in place for your safety, but ultimately the decision is your own. Please visit www.gov.uk/coronavirus for the latest advice.
I have underlying health conditions – shall I come to my appointment?	You can be assured that the strictest of safety precautions will be in place for your safety, but ultimately the decision is your own. Please visit www.gov.uk/coronavirus for the latest advice.

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<p>I have just returned to the UK from abroad – should I attend my appointment?</p>	<p>Please see www.gov.uk/coronavirus for the latest travel guidance. If you have travelled from a country that requires isolation, then you will need to rearrange your appointment.</p>
<p>What will happen if I choose to delay my screening?</p>	<p>We will be able to screen you later but please bear in mind appointments are limited at the moment so you may be required to wait.</p> <p><i><u>For those in Digital Surveillance (DS):</u></i> If you are on the DS pathway, you are at a higher risk than those in RDS. With this in mind it is important that you attend your appointment however ultimately this is your decision.</p>
<p>Do I need to contact you if I test positive after the screening?</p>	<p>Yes if you develop COVID-19 symptoms within 2 weeks of your appointment it is important that you contact us, that way we can inform anyone that you may have come into contact with on the day.</p>
<p>Are staff being tested?</p>	<p>No, not yet.</p>
<p>Will I have to go back into the waiting room (with other people) while we wait for the drops to take affect?</p>	<p>No, we will only be calling one person at a time into the clinic.</p>
<p>I am running late for my appointment, what should I do?</p>	<p>Please phone the bookings office who will be able to contact the Screener and call you back. We may have to rearrange your appointment depending on how late you are and the Screeners schedule.</p>