

Application of Eye Ointment / Drops

How to use your Ointment

Read the instructions on the label and treat only the eye stated. If you are given a different tube for each eye, make sure you use the correct tube.

- Wash your hands
- Lie down or sit with your head tilted back. Pull down the lower lid of the eye and look up
- Gently apply ½ inch strip of ointment inside the inner surface of the lower lid. Try not to touch the eye or the lid with the end of the tube
- Replace the cap in the tube and store in a cool place
- Close the eye for a few minutes, then blink several times. Gently wipe any excess with a tissue
- If you have any difficulty, it may be better to get someone to do it for you
- Your vision may be blurred for a short time afterwards. Do not drive or operate machinery until you can see clearly again.
- Eye ointment should not be used for more than four weeks after you first open the tube, any remaining should be thrown away.
- Remove the eye patch if you must drive

How to use your Eye drops

- Read the instructions on the label, and treat only the eye stated. If you are given a different bottle for each eye, make sure you use the correct bottle
- Wash your hands
- Check that the dropper or nozzle is clean and is not chipped or cracked
- Lie down or sit with your head tilted back. Pull down the lower lid of the eye and look up
- Place a drop in the space between the lower lid and the eye. Try not to let the dropper touch the eye or eye lashes
- Close the eye (do not rub the eye). Blink several times. Gently wipe away any excess with a tissue
- If you have any difficulty, it may be better to get someone to do it for you. If you have to use two types of drops at the same time of day, wait for a short time before using the second bottle
- Your vision may become blurred for a short time afterwards. Do not drive or operate machinery until you can see clearly again
- Always keep the bottle upright, firmly closed and in a cool place
- Eye drops should not be used for more than four weeks after you first open the bottle. Any drops you may have left should be thrown away.

Patient Experience

We know that being admitted to hospital can be a difficult and unsettling time for you and your loved ones. If you have any questions or concerns, please do speak with a member of staff on the ward or in the relevant department who will do their best to answer your questions and reassure you.

Feedback

Feedback is really important and useful to us – it can tell us where we are working well and where improvements can be made. There are lots of ways you can share your experience with us including completing our Friends and Family Test – cards are available and can be posted on all wards, departments and clinics at our hospitals. We value your comments and feedback and thank you for taking the time to share this with us.

Patient Advice and Liaison Service (PALS)

If you have any concerns or questions about your care, we advise you to talk with the nurse in charge or the department manager in the first instance as they are best placed to answer any questions or resolve concerns quickly. If the relevant member of staff is unable to help resolve your concern, you can contact the PALS Team. We offer informal help, advice or support about any aspect of hospital services & experiences.

Our PALS team will liaise with the various departments in our hospitals on your behalf, if you feel unable to do so, to resolve your problems and where appropriate refer to outside help.

If you are still unhappy you can contact the Complaints Department, who can investigate your concerns. You can make a complaint orally, electronically or in writing and we can advise and guide you through the complaints procedure.

How to contact PALS:

Telephone Patient Services: 0300 123 1732 or via email at: wah-tr.PALS@nhs.net

Opening times:

The PALS telephone lines are open Monday to Friday from 8.30am to 4.00pm. Please be aware that you may need to leave a voicemail message, but we aim to return your call within one working day.

If you are unable to understand this leaflet, please communicate with a member of staff.

For additional medical advice, if your symptoms or condition worsens:

Contact your GP

NHS 111:

Get help with your symptoms, NHS111:

Information to help you manage your health:

Telephone 111

<https://111.nhs.uk/>

www.nhs.uk

In an emergency telephone 999

Emergency Department (A&E)
Alexandra Hospital
Woodrow Drive
Redditch B98 7UB
Tel: 01527 512030

Minor Injury Unit
Kidderminster Hospital
Bewdley Road
Kidderminster DY11 6RJ
Tel: 01562 513039

Emergency Department (A&E)
Worcestershire Royal Hospital
Charles Hastings Way
Worcester WR5 1DD
Tel: 01905 760743