



Quality surgery in the community



Norwich & Norfolk Surgical Ltd  
St Stephens Gate Medical Practice  
55 Wessex Street Norwich NR2 2TJ

Email: [n2scontact@nhs.net](mailto:n2scontact@nhs.net)  
[www.n2surgical.co.uk](http://www.n2surgical.co.uk)

Date: <Today's date>

<Recipient Name>  
<Recipient Address>

Dear <Recipient Name>,

We are writing to confirm that Cataract Surgery has been scheduled for you on:

<Appointments>

**PLEASE READ THE FOLLOWING INSTRUCTIONS CAREFULLY  
ANY ISSUES COULD LEAD TO THE CANCELLATION OF YOUR PROCEDURE**

-As discussed either at your assessment or over the phone, we advise that you shield as much as possible in the time leading up to your appointment.

-You'll receive some eye drops in the post approximately 3-4 days before your surgery, unless you've been handed these in person. These are to be put in the eye 1 hour before your surgery time. An instructional pamphlet will be included to assist you with the administering of the drops. If you'd prefer a visual guide, this video from Moorfields Eye Hospital should be helpful: <https://tinyurl.com/moorfieldseyedrops>

-Take all medication as usual and eat and drink as normal on the day of surgery.

-Please arrive only 10 minutes before your appointment time to avoid congestion and please wear a face covering. If you arrive any earlier, you will be turned away.

-Only you will be permitted to enter the building, unless agreed prior due to care needs. Please let us know if you will need any assistance within the practice.

-You will be with us for approximately 1 hour. The family member/friend/carer bringing you can wait in the underground car park at the rear of the building. If they wish to drop you off and park elsewhere, please provide us with an up-to-date mobile number so we can call them once you're ready to be collected.

-On arrival you will be met by a member of N2S staff who will take your temperature before you enter the building. If your temperature is above 37.5 your operation will be rescheduled. You will then be escorted upstairs to the patient waiting area, and will be escorted back down again afterwards.

-Following the procedure, you will be given your post-op drops and instructions, which will also be relayed to the family member/friend/carer collecting you. There is nowhere for patients to wait after the procedure is finished, so please ensure the person collecting you is on hand and ready to be contacted. You cannot walk home alone or catch the bus following the procedure.

-You will receive a phone call the next day and also approximately 1 week after surgery, the date and approximate time of which will be provided. The second phone call will be your formal post-operative review, so it is very important you make the time to take this call. Any follow ups requiring a face-to-face appointment or further surgery will also be discussed at this time.

**If you are unable to keep your appointment, or need to inform us of a change to your circumstances please contact us on one of the below methods as soon as possible:**

- n2scontact@nhs.net (08:00-17:00 Mon-Fri)
- 01603 228686 option 5 (09:00-12:00 Mon-Fri)
- 07458 131339 (08:00-17:00 Mon-Fri voicemail-only service for late notice cancellation, URGENT post-operative advice and Covid-19 symptom reporting outside the above times – other queries will NOT be actioned)

*Please note: due to the volume of patients we need to see, if you cannot attend this appointment we will only offer you one other before discharging you. We ask that you go back to your optician to be re-referred when you're ready for the procedure.*

We look forward to seeing you at the practice soon!

Yours sincerely,

N2S Cataract Team

EXAMPLE - FOR N2S USE ONLY