

Proposed move of Moorfields Eye Hospital's City Road services

Consultation 24 May to 16 September 2019

Latest news : 7 August 2019

Moorfields and its partners, the UCL Institute of Ophthalmology and Moorfields Eye Charity, are proposing to build a new centre bringing together excellent eye care, with ground-breaking research and education. The preferred location is a site that has become available at St Pancras Hospital, just north of King's Cross and St Pancras stations in central London.

The proposal, called Oriel, is the subject of a public consultation from 24 May to 16 September 2019. For more information, please visit oriel-london.org.uk.

Let us know your views by 16 September 2019

The consultation period on the proposed move of Moorfields Eye Hospital's City Road services closes at 23:59 on 16 September 2019.

You can send your feedback in a number of ways:

- Complete the [survey online](#)
- [Download the survey](#) and complete it by hand. You can return your completed survey via post to "Freepost ORIEL", there is no need for a stamp or address.
- You can write to us expressing your views either by emailing moorfields.oriel@nhs.net or by post to "Freepost ORIEL", there is no need for a stamp or address.
- Call us on 020 7521 4684 and give your views over the phone.
- If your group or organisation would like a meeting to discuss the proposal, email the consultation team at moorfields.oriel@nhs.net or call us on 020 7521 4684.

Join a discussion group – three more dates have been released

If you weren't able to make any of the discussions we held in June and July, you may be interested in coming along to one of our three September dates. These three sessions are open to anyone who would like to take part. They are all taking place in the Lecture Room at Moorfields Annexe, 15 Ebenezer Street, N1 7NR, which is on the corner of Ebenezer Street and Provost Street.

Dates and times are as follows:

- Tuesday 10 September, 2pm to 3.30pm
- Thursday 12 September, 2pm to 3.30pm
- Friday 13 September, 2pm to 3.30pm

Please visit our website at www.oriel-london.org.uk/get-involved/events/ for further information and to book places. Or contact the Oriel consultation team at moorfields.oriel@nhs.net or call 020 7521 4684.

Are you interested in continuing to be involved in Oriel?

Oriel is the name of our proposal to bring together the services of Moorfields' main City Road hospital and the UCL Institute of Ophthalmology in a new purpose-built centre. If supported, we believe this would deliver world-leading eye care for patients, the best education for students and research for the benefit of the whole population.

Patients, carers and community representatives have been involved in Oriel since its early development in 2013 and we are keen for this to continue.

Ways to get involved

- **Request to join the Oriel mailing list.**
This will bring you updates as the project progresses, starting with information on the outcome of consultation, which due for publication in October. Please send your request to be added to the mailing list, with your name and email address, to moorfields.oriel@nhs.net.
- **Get involved with one of our co-production events.**
We are organising a series of workshops to bring together patients, community representatives, voluntary organisations and service professionals to explore in more detail some of the main themes of feedback from the consultation. Your involvement will influence decisions and plans.

Upcoming co-production events:

- Accessibility – getting around the proposed new centre.
How would we ensure the best accessibility and design?

2.30 – 4.45pm on Tuesday 17 September 2019.

Venue: Rooms 8 and 9, National Council for Voluntary Organisations, Regents Wharf, 8 All Saints Street, London, N1 9RL.

- Managing the transition.
How would we help to make the move as smooth as possible?

10.30am – 12.30pm on Thursday 19 September 2019.

Venue: Lecture Room at Moorfields Annexe, 15 Ebenezer Street, N1 7NR.

- Accessibility – getting to the proposed site.
What would people need to support their journey to hospital?

2.30 – 4.45pm on Thursday 3 October 2019

Venue: Room 1, National Council for Voluntary Organisations, Regents Wharf, 8 All Saints Street, London, N1 9RL.

More events to follow:

- Improving patient experience.
- Innovation and research.

Please visit the [events page](#) on our website for further information, how to get there and to book places; or contact the Oriel consultation team at moorfields.oriel@nhs.net Tel. 020 7521 4684.

Consultation feedback so far

Responses to date:

- Around 3,700 people have visited the Oriel website.
- Over 750 people have completed the feedback survey.
- Around 800 people have participated in discussions at 33 patient and public meetings.
- Around 500 people have given their views while visiting or working at Moorfields at City Road.
- Over 1,700 people gave views on the proposal as part of planning the consultation.

What we have learned

From the survey responses we have received, 74% agree that a new centre is needed and 8% say they don't think a new centre is needed. 75% of responses agree or strongly agree with St Pancras as the preferred location, having read the consultation background on site options.

In face-to-face discussions, the majority of people agree with the proposal to build a new centre for eye care, research and education. The main themes of feedback are as follows:

- Clinical quality – the most important issue
The issue most highlighted as “very important” by people is high quality clinical expertise. In discussions, people suggest that this is the most important above all aspects of the proposal.
- Accessibility – the top theme
Accessibility in terms of getting to the proposed new centre and interior design is often the first point raised in discussions. People have a range of needs for information, effective communications and practical support.
- Patient experience – what matters most?
People place a high value on empathy and understanding from staff, better facilities and comfort while they wait, shorter waiting times and better information.
- Improvements for staff
Most people view a proposed new centre as an opportunity to improve conditions for staff and to attract and retain best talent.
- Research opportunities
Many people also take a keen interest in the research aspect of the proposal and express positive views about the potential for more patients to be involved in clinical trials.
- Improvements in service models
The development of local care is raised at every face to face session leading to discussions about using the opportunity of a proposed new centre to improve care pathways and relationships across the whole eye care network.

A detailed report on the outcome of consultation is due for publication in October. If you would like a copy of the report, please send a request to be added to the Oriel mailing list, with your name and email address, to moorfields.oriel@nhs.net or contact the consultation team on 020 7521 4684.