



# Minor Eye Problems?

Red Eyes? Flashes or floaters?  
Any other problems?

NHS appointments available at local optical practices  
Contact the service at 0330 015 1844

Find a participating practice at [primaryeyecare.co.uk](http://primaryeyecare.co.uk)

# What is a Minor Eye Conditions Service (MECS)?

Symptoms that can be seen under the service include:

- Red eye or eyelids
- Dry eye, or gritty and uncomfortable eyes
- Irritation and inflammation of the eye
- Significant recent sticky discharge from the eye or watery eye
- Recently occurring flashes or floaters
- In-growing eyelashes
- Recent and sudden loss of vision
- Foreign body in the eye

If you have very minor symptoms you may be advised to self care or seek support from your local pharmacy first.

**Please note, this is not a sight test.**

Also if you have a major eye condition that is being regularly monitored by your optometrists or hospital eye service, this will not be covered by this service, for example, cataracts, diabetic retinopathy or glaucoma



## Where should I go?

An appointment will normally be required – whether virtually (telephone or video) or face to face, so please telephone first. Appointments are available during normal working hours and some practices offer appointments in the evenings and at weekends. Not all practices have an optometrist available every day, but if they don't, they will be able to find you an alternative appointment nearby.

## Who is this service for?

If you are registered with a local GP you can use this service. It is for people of all ages – adults and children. Children under 16 years must be accompanied at their appointment by an adult.

## How do I book an appointment with the service?

To make an appointment, call one of the participating optical practices. A local participating practice can be found online at:

**[primaryeyecare.co.uk/find-a-practice](http://primaryeyecare.co.uk/find-a-practice)**

You will be asked some questions about your symptoms in order to assess how quickly you need to be seen by the service, which will be within 24hrs in urgent cases and within a few days for non-urgent cases.

You maybe be contacted by a clinician to discuss your symptoms further either via phone or video call first.

Please take your glasses and a list of your current medication with you to the appointment. The optometrist may put drops in your eyes to enlarge your pupils in order to get a better view inside your eyes. You should not drive until the effects of these drops have worn off, which may take a few hours.

If your condition is more serious, the optometrist will book you an urgent appointment at a hospital eye clinic.

If you need a routine appointment with a hospital, the optometrist will organise this for you.

You may also be advised to make an appointment with your GP if your eye condition is in relation to your general health.

# Guildford and Waverley area - Participating Opticians

## GUILDFORD

**Name: Specsavers Guildford**

**Address:** 23 Friary Street, Guildford. GU1 4EH

**Reception telephone:** 01483 452 225

**Name: Boots Opticians Guildford**

**Address:** 22-24 Swan Lane, Guildford. GU1 4EQ

**Reception Telephone:** 01483 573637

**Name: Bayfields Opticians Guildford**

**Address:** 37 High Street, Guildford. GU1 3DY

**Reception Telephone:** 01483 575650

## GODALMING

**Name: I Spy Opticians**

**Address:** 67 High Street, Godalming. GU7 1AW

**Reception telephone:** 01483 414168

**Name: Boots Opticians (D&A)**

**Address:** 33 High Street, Godalming. GU7 1AU

**Reception telephone:** 01483 425087

**Name: Chandlers Godalming**

**Address:** 40 High Street, Godalming. GU7 1DY

**Reception telephone:** 01483 418020

## CRANLEIGH

**Name: Specsavers Cranleigh**

**Address:** 104 High Street, Cranleigh. GU6 8AJ

**Reception telephone:** 01483 278200

**Name: Boots Opticians Cranleigh**

**Address:** Unit 3, Stocklund Square, 170 High Street, Cranleigh. GU6 8RG

**Reception telephone:** 01483 276994

## HASLEMERE

**Name: Chandlers Haslemere**

**Address:** 2 Charter Walk, West Street, Haslemere. GU27 2AD

**Reception telephone:** 01428 652512

**Name: Leightons Haslemere**

**Address:** 37 Wey Hill, Haslemere. GU27 1BZ

**Reception telephone:** 01428 643975

## OTHER

**Name: Mathesons Optometrists, Grayshott**

**Address:** 3 Victoria Terrace, Crossways Road, Grayshott. GU26 6HF

**Reception telephone:** 01428 606069

**Name: Specsavers Farnham**

**Address:** 199 West St, Farnham. GU9 7HH

**Reception telephone:** 01252 727737

**Name: The Optical Centre, Ash Vale**

**Address:** 5 The Parade, Wharf Road, Ash Vale. GU12 5AZ

**Reception telephone:** 01252 314332

## Participating practices

For a full list of optical practices please go to [primaryeyecare.co.uk/find-a-practice/](https://primaryeyecare.co.uk/find-a-practice/)



For more information go to [primaryeyecare.co.uk](https://primaryeyecare.co.uk)

## Concerns, complaints and compliments

If you have a concern, complaint or compliment about the service you have received, please contact the optical practice directly in the first instance. If you are unable to resolve your complaint with the optical practice, please contact Primary Eyecare Services via email at: [info@primaryeyecare.co.uk](mailto:info@primaryeyecare.co.uk)

The service provider will use any feedback received to evaluate the service and make improvements if necessary. Your information will be held confidentially and not shared with a third party without your prior permission.



Service provided  
by Primary Eyecare

**NHS**  
Surrey Heartlands  
Clinical Commissioning Group

Primary  
**Eyecare**