

Frequently Asked Questions

Q: Who can attend Eye Screening?

A: Diabetic Eye Screening is offered to anyone with diabetes aged 12 years old or over. To find out more information on Diabetic Eye Screening visit www.essexdesp.co.uk

Q: What precautions do you take against Covid?

A: We take every precaution to ensure you a safe visit. Click her to find out more.

Q: What Venues can I attend for my Eye Screening?

A: 'Any' of the Screening Venues within Essex, should you wish to change the screening venue offered, please call **01245 806100** or visit www.essexdesp.co.uk to view a full list of venues.

Q: I'm recently diagnosed, how do I get an appointment?

A: Upon diagnosis of diabetes, your GP will electronically refer you to the Diabetic Eye Screening Programme where you will automatically be allocated an appointment by Post. Contact the *booking office* on **01245 806100** should you have any queries about an appointment or wish to cancel, amend, or discuss an appointment.

Q: Who do I contact if I cannot attend my appointment?

A: Please contact the *booking office* on **01245 806100** if you need to cancel or amend your appointment. We also offer out of hour appointments on a Saturdays at 3 venues to make it easier than ever!

Q: How often do I have to attend Diabetic Eye Screening?

A: Your *pathway* (or how often you are recalled) will be determined from the results of attending a screening appointment.

Q: How long does the screening appointment take?

A: You should allow approximately 30-40 minutes for your appointment, though it can take longer if you require additional eye drops to dilate your pupils sufficiently. If you are unable to get to your appointment on time, please contact the *booking office* on **01245 806100** to advise your screener or rearrange.

Q: What if I don't want to be screened?

A: People with diabetes can make an informed choice to *opt out* of the screening programme. Call our *Failsafe Team* should you wish to discuss your options further on **01245 809492**

Q How can I get to my appointment?

A Please ensure you plan your transport arrangements as you should not drive away from your screening appointment. (The eye drops given during the appointment will blur your vision, which may invalidate your car insurance.)

If you want to travel by bus to your appointment, take a look at the local bus company websites for timetables and journey planners: [First Group](#), [c2c](#), [Arrvia](#), [Bus Times](#), [Ensignbus](#), [Stephensons](#), [NIBS buses](#) and [Trusty bus](#)

Q: What do I bring to my appointment?

A:

- Your invitation letter
- All your usual spectacles with you
- You may wish to bring sunglasses with you as the eye drops may make your eyes sensitive to light.

Q: How long do the effects of the drops last?

A: The eye drops given during the appointment will dilate your pupils which could last for up to 4 hours. You may wish to bring sunglasses with you as the eye drops may make your eyes sensitive to light.

Q: When/How do I get my results?

A: Screeners are unable to give you results at your appointment. You will be sent a results letter within two weeks. We will state whether there is retinopathy present, on which pathway you have been placed (e.g. your recall frequency), or further referral to an eye specialist if required. Should you wish to discuss your results please call the *Failsafe Team* on **01245 809492**

Q: I work full time Monday to Friday, are there out of hour appointments?

A: Yes, we run Saturday clinics at some of our venues, call our *booking office* on **01245 806100** for further details.

Q: What if I am Diabetes Resolved or Diabetes in Remission?

A: People with a history of diabetes who are now resolved or in remission should ***still attend*** their Diabetic Eye Screening Appointments.

Q: What if I am a person living with diabetes and become pregnant?

A: Patients living with diabetes who are pregnant should have Diabetic Eye Screening undertaken in ***each trimester*** of their pregnancy.

Q: What if I have Gestational Diabetes?

A: If you are diagnosed with Gestational Diabetes, you ***do not*** require Diabetic Eye Screening. However, if you subsequently develop Diabetes once you have had your baby, you will be referred to the screening service.

We offer additional support for your appointment including:

- Extended appointments
- Adapted reading material
- BSL
- Translators