

You've been diagnosed with cataracts and referred for surgery

What happens
next?



Buckinghamshire,
Oxfordshire and
Berkshire West ICB



DORA is a free, friendly automated telephone assistant provided by the NHS, that helps you choose your preferred cataract surgery provider after your optometrist has referred you for treatment. It guides you through your options during a quick, simple call.

To begin your cataract care journey, follow these simple steps:

1

Once your optometrist has referred you for treatment, they will send your referral and medical history to be reviewed and processed electronically.

2

You can call **DORA** yourself any time - free of charge - on **0118 227 6374** to choose your preferred cataract surgery provider and keep your treatment moving forward. Please wait at least 24 hours after your optometrist has referred you to ensure your details have been processed.

3

During your call, **DORA** will ask around 20-30 simple questions about your medical history and where you would prefer to be treated. This call will only take around 10 minutes, and the details of your call will be shared with the team at your chosen cataract surgery provider.

4

If you don't call **DORA** yourself, you'll receive an automated call within 5 days of your referral instead. You'll get a text in advance with the date and time of the call — it's important to answer this automated call. Missing the call could mean you are not exercising your right to choose any qualified NHS provider for your cataract surgery.

Your choice conversation ensures you're offered suitable, local providers for your cataract surgery.

When you receive your patient choice communication, you must respond to it or your referral will not be processed.



Understanding your choices

If more than one provider is available, you can choose where you receive treatment. When making your decision, you may wish to consider factors such as:

How might my eyesight change after cataract surgery?

Take a look at the visual outcomes for each provider which should be published on their websites.

What has the experience been like for other patients?

Reviews on platforms such as Trustpilot and patient feedback can provide useful insight about where you choose to have your care.

How do I know I'll be receiving trusted, high-quality treatment?

Hospitals in England are independently assessed by the Care Quality Commission. Check ratings to assess the quality of care.

Is the location and accessibility convenient for me?

Assess whether providers offer parking or a free transport service, and how quickly they can get you in for an appointment.



How can we help you?

Giving you quick, local access to NHS care.

SpaMedica provides NHS ophthalmology services at over 60 locations across the UK. Referred patients will be supported throughout their care journey, from assessment and treatment through to follow-up appointments.

Scan the QR code or visit our website to find out more about SpaMedica

spamedica.co.uk



We follow strict data protection laws (GDPR) and meet NHS standards. Rated and regulated by the Care Quality Commission (CQC).

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