

Eye Care Services

When and where to access treatment

In Hampshire and Isle of Wight there are several services available to help manage and treat eye conditions. The right service depends on the severity of the symptoms.



Minor Eye Conditions: Pharmacy Over the Counter Treatment

- Red, sore or irritated eyes (including pink eye, conjunctivitis and small eye bleeds)
- Dry, gritty or uncomfortable eyes
- Watery or sticky eye discharge
- Headaches or migraines
- Eyelid issues (itchy, inflamed skin or styes)
- Eye symptoms linked to hayfever and allergies, e.g. itchy eyes



Moderate Eye Conditions: Urgent Treatment Centre

- Painful, watery eye following scratch on surface of the eye, with low impact/force (not deep)
- Help with removing contact lenses
- Foreign body removal (something in the eye), e.g. grinding or gardening injury
- First aid for chemical splashes (moderate irritation, but not severe)



Urgent Eye Conditions: Eye Casualty or A&E

- High impact/force eye injury or chemical splash/burn
- Sudden vision changes with or without pain (loss of or blurred vision, flashing lights, shadows or increased floaters in vision)
- Severe eye pain, redness or infection (including contact lens-related issues)
- Possible serious eye conditions, e.g. brow ache with vomiting (acute glaucoma) or severe sensitivity to light/reduced vision (inflammation)
- **Issues following eye surgery, such as increasing pain, redness, swelling, or vision loss, to the hospital or clinic where you had the surgery first.**

Urgent Treatment Centres (UTCs) Locations:

- **Andover War Memorial Hospital Minor Injury Unit: SP10 3LB.**
 - Call 111 to book an appointment: 8:15am – 6:00pm Monday to Friday
 - Walk-in service: 8:15am – 4:00pm Monday to Friday (inc. bank holidays)
- **Basingstoke UTC: RG24 9NA**
 - Open: 10.00am-10.00pm every day
 - Treats patients booked via 111 and walk-ins assessed at the Emergency Department.
- **Frimley UTC: GU16 7UJ**
 - Open: 10.00am-10.00pm every day
 - Treats patients booked via 111 and walk-ins assessed at the Emergency Department.
- **Gosport War Memorial Hospital UTC: Bury Road, PO12 3PW.**
 - Open 8.00am-10.00pm every day
- **Isle of Wight - St Mary's Hospital: Newport, PO30 5TG.**
 - Open: 8:00am – 12.00pm every day
 - **Note: It is not a walk-in service; call 111 to make an appointment.**
- **Lymington UTC: Wellworthy Road, Lymington, SO41 8QD**
 - Open: 8.00am-9.00pm everyday
- **Petersfield UTC: Petersfield Community Hospital, GU32 3LB.**
 - Open: 8:00am – 8.00pm every day
- **Portsmouth UTC: Practice Plus Group, Milton Road, PO3 6DW.**
 - Open 8.00am-8.00pm every day
- **Southampton UTC: Royal South Hants Hospital, SO14 0YG.**
 - Open Monday to Friday: 7.30am-10.00pm (Last patient accepted 9.30pm)
 - Open weekends and bank holidays: 8.00am-10.00pm (Last patient accepted 9.30pm)

Eye Casualty Locations:

- **Queen Alexandra Hospital, Portsmouth: Emergency cases should be discussed via the Eye Casualty line.**
 - Emergency Eye Casualty line (call first): 023 9228 6162
 - Open Mon–Fri 8.00am–4.30pm, Saturday 8am–12.30pm, Sunday - closed. Closed on Christmas Day, Boxing Day, New Year's Day.
 - **Note: It is NOT a walk-in clinic; patient must call first to be triaged.**
- **Southampton General Hospital, Southampton: Emergency cases should be discussed via the Telephone Triage line.**
 - Telephone Triage (call first): 023 8120 6592
 - Open Monday to Friday 8.00am–7.30pm, Weekends/Bank Holidays 8.00am–6.00pm.
 - **Note: It is NOT a walk-in clinic; patient must call first to be triaged.**

A&E Locations:

- Basingstoke and North Hampshire Hospital, Basingstoke
- Frimley Park Hospital, Frimley
- Queen Alexandra Hospital, Portsmouth
- Royal Hampshire County Hospital, Winchester
- Southampton General Hospital, Southampton
- St Mary's Hospital, Isle of Wight