

Eye Clinic Liaison Officer (ECLO) Service Update

Helen Lucas – New ECLO at Royal United Hospital, Bath

I am the ECLO based at the Eye Clinic in Royal United Hospital, Bath. My role is to provide information, support and guidance to people who are impacted by sight loss. There are no criteria for extent of sight loss or needing to be registered. The aim is to promote overall quality of life and the person's safety, independence and wellbeing moving forwards.

At the moment, the only contact some people have is with professionals. Community eye health practitioners are in a very important, frontline position interacting with the public and identifying those who may be struggling with their situation. The ECLO service can support eye health practitioners by being a contact point if they feel a patient would benefit from more input around their sight loss experience.

As an ECLO, I can:

- Talk to the person about their eye condition, listen to their worries and concerns and refer on for further support
- Talk to the person about their lifestyle and any tips or assistance with carrying out daily activities
- Provide information about aids, equipment and technology
- Talk through sight loss support options – practical, emotional and social, and both local and national
- Refer in for RNIB Services e.g. audio books, support groups etc. and refer on to wider community services

To refer, email ruh-tr.batheclo@nhs.net with the following information:

1. Person's name and contact details
2. Confirmation they have consented to a call
3. Outline of their situation e.g. eye condition, main difficulties etc.

If the person does not want to be referred, then I can provide general suggestions to the practitioner, to be relayed back to the client.

There are ECLOs based at other hospitals – this email address is for patients who are within the RUH catchment area.