

# The One Gloucestershire Way



## Priority Summary:

# Transforming Eye Health

## Our ambition

Our ambition is to minimise avoidable sight loss, within the available budget, for the people of Gloucestershire. We want to ensure patients who have an eye condition are able to access equitable care and support to the highest standard, as close to home as possible.

## What are we doing?

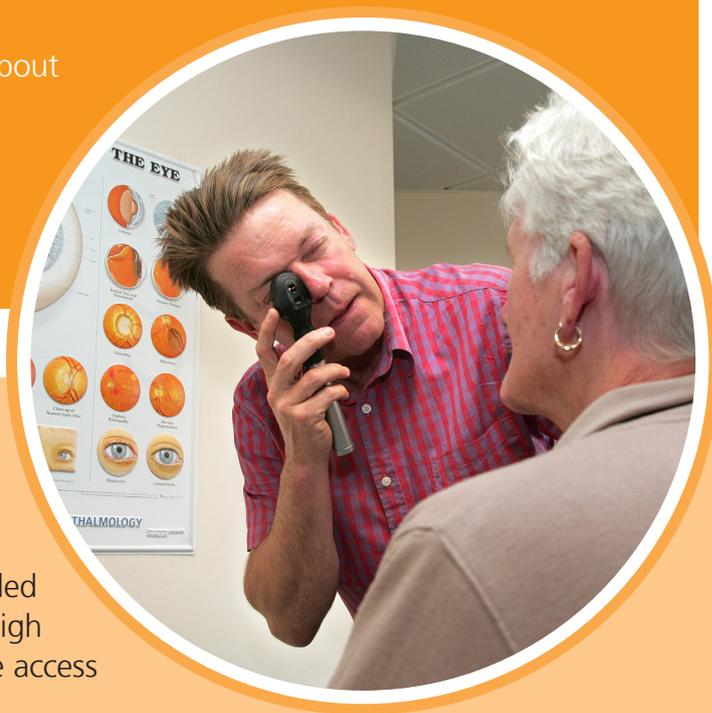
- Primary Eyecare Gloucestershire was setup by Gloucestershire Local Optical Committee as a not-for-profit organisation to provide community eye care services in the county. Each month, over 450 patients are reviewed within one of four core services:
  - Glaucoma
  - Cataract
  - Specified Minor Eye conditions
  - Children's vision
- Patients are either managed in the community or if they are referred to a hospital specialist a decision about their treatment can be made on the first visit. This means that hospital specialists have more time for patients at higher risk of developing problems.
- Services are consistently rated as "Excellent" and "Very good" by greater than 97% of respondents. Over 97% of patients would recommend the services to friends and family.

### Case Study

In 2017, the CCG commissioned the RNIB to provide an Eye Care Liaison Officer (ECLO) service at Gloucestershire Royal Hospital and Cheltenham General Hospital. These staff provide those recently diagnosed with an eye condition with the practical and emotional support needed to understand their diagnosis, deal with sight loss and maintain independence.

Since the service was established, over 1,000 patients have been provided with emotional support, support with equipment and resources, support to better understand their eye condition and maximise their functionality, and help to complete a Certificate of Vision Impairment. Feedback has shown that the service is highly valued by patients, carers and hospital staff.

One patient reported that they saw a poster about ECLOs during a visit to an outpatient clinic. Initially they were reluctant to ask for help, but are now very glad they did saying: *"I don't know where I would be without the service"*.



### What next?

Our priority is to expand eye health services provided in the community so that people can experience high quality care closer to their home, and also improve access to eye care for vulnerable adults.