

## Health and Wellbeing Board

4<sup>th</sup> December 2019

Report of the Health and Wellbeing Board Healthwatch York Representative.

**Healthwatch York Report – Understanding People’s Experiences of the Sight Support Service provided by the Eye Clinic Liaison Officers (ECLO) at York Teaching Hospital NHS Foundation Trust.**

### Summary

1. This report asks Health and Wellbeing Board (HWBB) members to receive a new report from Healthwatch York about understanding people’s experiences of the sight support service attached at **Annex A** to this report.
2. Health and Wellbeing Board members are asked to respond to the recommendations within the report.

### Background

3. Healthwatch York produces several reports a year arising from work undertaken as part of their annual work programme. These reports are presented to the Health and Wellbeing Board for consideration.

### Main/Key Issues to be Considered

4. In 2018, Healthwatch York were approached by MySight York and the Royal National Institute of Blind People (RNIB) who discussed work being done nationally to explore the impact of the ECLO service in light of concerns over future funding. Healthwatch York were interested in talking to people living with sight loss and receiving support from the sight support service run out of York Teaching Hospital NHS Foundation Trust about how they experienced this support. Healthwatch York were interested in finding out what support was available for people living with sight loss in York, including whether there were any gaps in the services

provided, alongside consideration of the impact of funding. Healthwatch York have not previously carried out research with this population and wanted to make sure their voices were heard and represented. Their research resulted in the report at Annex A and to a number of recommendations as follows:

<b>Recommendation</b>	<b>Recommended to</b>
<p>We propose that a recognised pathway be put into place so that everyone with a sight loss diagnosis is referred to an ECLO. People should be provided with information in an appropriate format about the ECLO service so that if they choose not to take up the service at that time, they know how to access it in the future. Family members and carers should also have access to this information as they may also need support.</p>	<p>York Teaching Hospital NHS Foundation Trust.</p>
<p>The detailed feedback we received from patients, carers and staff supported the view that the ECLO service offers vital support to staff and patients. Best practice also indicates that all patients who receive a diagnosis of sight loss should be offered emotional support and referrals to appropriate services. In increasingly busy Ophthalmology Departments this has been reported as hugely difficult for other medical professionals to provide. Funding for the ECLO service should reflect its importance and be long-term and we urge relevant commissioning bodies from across the region, including local authorities and CCGs to develop a joint commissioning strategy for the ECLO service going forward.</p>	<p>Relevant commissioning bodies from across the region, including local authorities, NHS Trusts and Clinical Commissioning Groups (CCGs) (NHS Vale of York CCG, Scarborough and Ryedale CCG, East Riding CCG and York Teaching Hospital NHS Foundation Trust).</p>
<p>Access to an ECLO service should be fair and equal across local authorities and an understanding of the challenges posed by more rural areas should be taken into consideration. We propose that further work be done to look into any differences in accessibility between</p>	<p>York Teaching Hospital NHS Foundation Trust. NHS Vale of York CCG. Scarborough and Ryedale CCG.</p>

those living in different local authorities and ways in which access might be improved.	East Riding CCG.
In terms of patients receiving the best available support and being well informed about the different services available to them, information needs to be clear and accessible. Services in local areas should work together to create joint information to provide to service users/patients which clearly identifies the different services and their benefits and when each is accessible to the person involved.	All statutory and third sector services working together in local areas to support people living with sight loss.

### **Consultation**

5. There has been no consultation needed to produce this accompanying report for the Board. Healthwatch York consults extensively to produce their reports.

### **Options**

6. This report is for information only and as such there are no specific options for members of the Board to consider. However, those Health and Wellbeing Board organisations with recommendations against their organisation's name are asked to formally respond to Healthwatch York.

### **Analysis**

7. Analysis of responses and comments received are set out in Annex A.

### **Strategic/Operational Plans**

8. The work from Healthwatch contributes towards a number of the themes, priorities and actions contained within the Joint Health and Wellbeing Strategy 2017-2022.

### **Implications**

9. There are no implications associated with the recommendations set out within this report. However there may be implications for partners in relation to the recommendations within the Healthwatch York report.

## Risk Management

10. There are no known risks associated with the recommendations in this report.

## Recommendations

11. The Health and Wellbeing Board are asked to:
- Consider the report and recommendations within their own organisations
  - For those organisations with a specific recommendation to respond to Healthwatch York within 20 working days from the date of the board meeting, acknowledging the receipt of the report, and detailing any actions they intend to take
  - Refer the report to the Joint Commissioning Group for consideration of any implications for joint commissioning

Reason: To keep members of the Board up to date regarding the work of Healthwatch York.

## Contact Details

### Author:

Sian Balsom  
Manager  
Healthwatch York  
Tel: 01904 621133

### Chief Officer Responsible for the report:

Sian Balsom  
Manager  
Healthwatch York  
Tel: 01904 621133

Report  
Approved

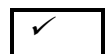


Date 21.11.2019

Specialist Implications Officer(s) *None*

Wards Affected: *All*

All



**For further information please contact the author of the report**  
**Background Papers: None**

## **Annexes**

**Annex A:** Understanding People's Experiences of the Sight Support Service *provided by the Eye Clinic Liaison Officers (ECLO) at York Teaching Hospital NHS Foundation Trust.*

## **Glossary**

HWBB – Health and Wellbeing Board

NHS – National Health Service

RNIB – Royal National Institute of Blind People

ECLO – Eye clinic liaison officer