

## JCUH ECLO Service Consultation Survey – Ophthalmology Department

Healthwatch Redcar & Cleveland are working with Action for Blind People to measure the impact and benefit the Eye Clinic Liaison Officer (ECLO) service brings to the James Cook Ophthalmology department and team.

Your feedback is very important to us. We will use it to help ensure we deliver the best quality service, and also to support and inform the case to sustain and grow the ECLO service.

Thank you for taking time to complete this survey. All responses will remain confidential and will be reported anonymously.

### 1. Please can you tell us your job role within the department?

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**For each of the following questions, please can you indicate to what extent you agree or disagree with the statements. Please score using the following scale**

- A. Strongly agree
- B. Agree
- C. Neither agree nor disagree
- D. Disagree
- E. Strongly disagree
- F. Not applicable

### 2. Due to the nature of support available from the ECLO, the service consistently reduces the amount of time I need to spend with patients;

Agree/Disagree: Score A to F \_\_\_\_\_

### 3. The ECLO service significantly improves the CVI process;

Agree/Disagree: Score A to F \_\_\_\_\_

### 4. By providing timely, accessible information to patients, the ECLO service significantly improves the patient experience;

Agree/Disagree: Score A to F \_\_\_\_\_

### 5. By providing emotional support at the point of diagnosis, the ECLO service contributes to the reduction in the risk of patients long term depression;

Agree/Disagree: Score A to F \_\_\_\_\_

