

James Cook University Hospital ECLO Service Consultation Survey

Social Care

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 Social Care services.

Your feedback is very important to us. We will use it to help ensure that the best quality service is delivered, 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.

Across the following areas, can you please inform to what extent you feel the early intervention support provided by the ECLO service at the point of diagnosis, contributes to the achievement of the following key social care objectives;

1. Enhancing quality of life for people with care and support needs;

Outcome measure - People manage their own support as much as they wish, so that they are in control of what, how and when support is delivered to match their needs.

Outcome measure - People are able to find employment when they want, maintain a family and social life and contribute to community life. And avoid loneliness and isolation.

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Not applicable

2. Delaying and reducing the need for care and support;

Outcome measure - Everyone has the opportunity to have the best health and wellbeing throughout their life, and can access support and information to help them manage their care needs.

Outcome measure - Earlier diagnosis, intervention and reablement means that people and their carers are less dependent on intensive services.

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

Not applicable

3. Ensuring that people have a positive experience of care and support;
Outcome measure - People know what choices are available to them locally, what they are entitled to, and who to contact when they need help.

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Not applicable

4. The ECLO improves the efficiency of CVI (Certificate of Visual Impairment) processing from the eye department through to social care;

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Not applicable

5. By making timely and appropriate referrals to services, the ECLO significantly increases the likelihood that patients will improve, maintain or regain independence;

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Not applicable

6. Please can you add any further comments you would like to share regarding the ECLO service;

Thank You