

# Information Update

## Eye Care Liaison Officer (ECLO) Service



**APRIL 2016**

### DEVELOPING EYE CARE PARTNERSHIPS : PATIENT PATHWAYS

Colleagues,

Across primary and secondary care ophthalmic professionals provide essential clinical care and valuable support and advice to patients who enter the various eyecare pathways; glaucoma, macular, cataract, etc....

In previous issues of the [HSCB Optometry Practice Newsletter](#) you have been informed of the work of [Developing Eyecare Partnerships \(DEP\)](#). DEP is the vehicle which is enabling the integration of clinical eyecare and associated support services using the skills and knowledge of all professionals involved in patient care. One of the DEP workstreams relates to the low vision care pathway and work is ongoing to reform the process for certification for patients with low vision and how this is managed with the pathways.

As a primary care optometrist you have an vital part to play in the care pathways for your patients who require access to eyecare services. In acknowledgement of this role it is important that you are continually afforded information and advice on the services provided and any developments to enable you to provide optimum care for your patients. The purpose of this bulletin is to provide you with information on the Eye Care Liaison Officer (ECLO) service which is an integral part of the eyecare pathways in Health and Social Care in Northern Ireland. This update will give you information on | **1.** The role of the ECLO in eyecare services | **2.** The ECLO teams | **3.** Referrals to ECLO service.

I trust that you will find this a useful reference tool in your clinical practice.

Best Wishes

*Raymond*

Mr Raymond Curran, Head of Ophthalmic Services HSCB

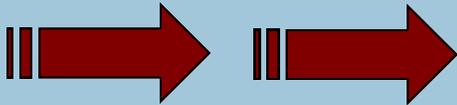
# Eyecare Partnerships: The Vision

## DEVELOPING EYECARE PARTNERSHIPS

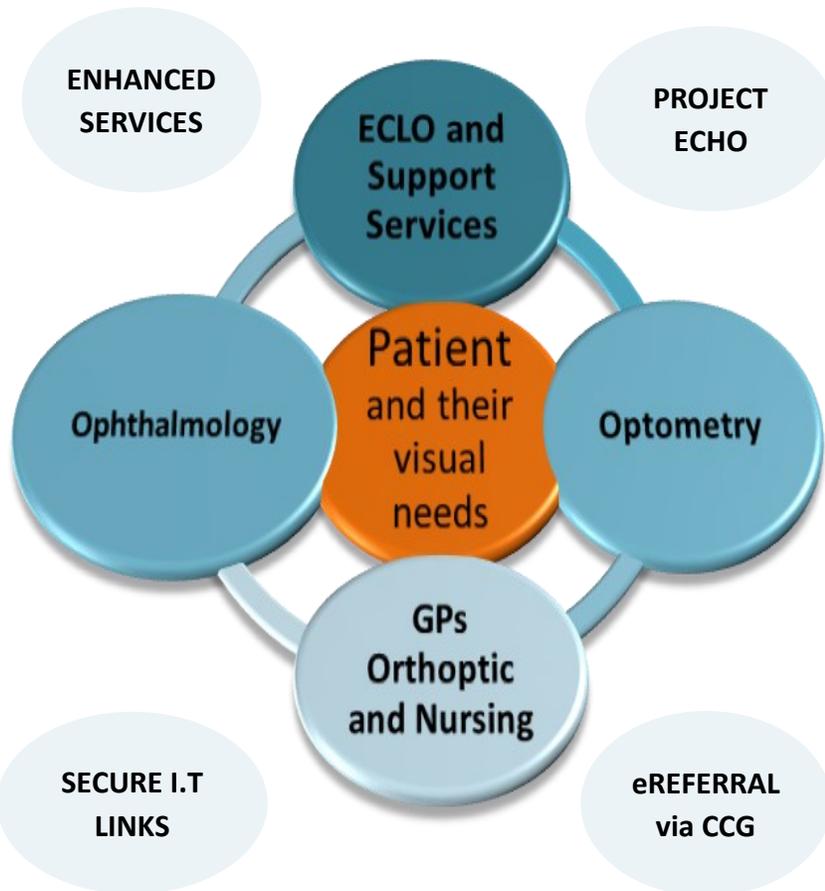
Improving the Commissioning and Provision of  
Eyecare Services in Northern Ireland



## Developing Eyecare Partnerships



## Patients Pathways Partnerships



## The role of the ECLO

Working in partnership with the RNIB, the Health & Social Care Board (HSCB) has funded Eyecare Liaison Officers (ECLOs) since 2012. ECLOs are occasionally termed "Sight Loss Advisers" and are individuals providing a service funded through allocations to Health and Social Care Trusts throughout Northern Ireland. ECLOs are early intervention support staff who work closely with medical, optometry and nursing staff in the eye clinic and the sensory team in social services.

ECLOs work directly with people with low vision, deteriorating vision, sight loss or, impending sight loss, providing them with the emotional and practical support they need to understand their diagnosis, deal with their sight loss and maintain their independence.

# What support do ECLOs offer to patients?

When faced with a diagnosis of an eye condition and any associated sight loss patients may often be overwhelmed and the support ECLOs provide is both practical and emotional extending to carers and family members. ECLOs work with patients of all ages and Belfast Trust has ECLO within the paediatric ophthalmology service. ECLOs dedicate a considerable amount of their time to patients following consultation, so that they can discuss the impact the condition may have on their life. ECLOs make a valuable contribution to the ophthalmic team working in a range of locations, typically secondary care ophthalmology outpatient clinics.



ECLOs also help those who work in the eye clinic – ophthalmologists, optometrists, ophthalmic nurses and early intervention staff and volunteers, understand more about how to offer the best possible support to patients newly diagnosed with sight loss, as well as those who return to the eye clinic for further or ongoing treatment. Eye clinic staff and volunteers are often the first point of contact for people coping with sight loss and have an important role in providing practical information, emotional support and in signposting other services.

---

As an optometrist in primary care you can make a referral to the ECLO service using a direct ECLO referral form. This form is hosted on the BSO website with other ophthalmic referral forms. Please follow use the following link to generate access the ECLO referral form: <http://www.hscbusiness.hscni.net/services/2485.htm>.

**Please send your referral to RNIB, Victoria House 15-17 Gloucester Street, Belfast BT1 4LS. It is anticipated that when optometry access their email accounts that referrals and feedback can be conducted via this route.**

**How to make  
a referral to  
the ECLO  
Service**

**There are 8 ECLOs working across all the LCG regions in Northern Ireland. Their contact and clinic details are available on the BSO website:**  
<http://www.hscbusiness.hscni.net/services/2485.htm>

## WHO ARE THE ECLOs

### **Belfast Area:**

- \* Adrienne Hull: Mater Hospital & Shankill Glaucoma Clinic
- \* Andie Morrow: Belfast and South Eastern Trust (Royal Victoria Hospital)
- \* Susan Caskey: Royal Victoria Hospital

### **Western Area:**

- \* Catriona Doherty: Altnagelvin, TCH Omagh, Causeway Hospital Coleraine
- \* Conor McPhilemy: Altnagelvin, TCH Omagh, SWAH Enniskillen

### **Southern / Belfast Area:**

- \* Diane Hudson: Daisy Hill, South Tyrone, Armagh Community Hospital, Shankill Glaucoma Clinic, Craigavon Area Hospital

### **Northern Area / Belfast Area:**

- \* Eimear Barbour-Mulholland: Ballymena, Antrim Area Hospital, Shankill Clinics

### **South Eastern Area / Belfast Area:**

- \* Lorraine McCadden: Shankill Glaucoma Clinic, Lagan Valley Hospital, Downe Hospital

**RNIB are currently printing leaflets on the ECLO service and it is hoped these will be available for distribution in the incoming weeks.**

### **Useful resources**

### **Website**



RNIB	<a href="http://www.rnib.org.uk/northern-ireland">http://www.rnib.org.uk/northern-ireland</a>	@RNIBNI
Macular Society	<a href="https://www.macularsociety.org/">https://www.macularsociety.org/</a>	@MacularSociety
Albinism Fellowship	<a href="http://www.albinism.org.uk">www.albinism.org.uk</a>	@AlbinismUK
IGA	<a href="http://www.glaucoma-association.com">www.glaucoma-association.com</a>	@TweetIGA
Angel Eyes	<a href="http://www.angeleyesni.org">www.angeleyesni.org</a>	@Angeleyes_ni
Blind Children UK	<a href="http://www.blindchildrenuk.org">www.blindchildrenuk.org</a>	@BlindChildrenUK
Guide Dogs NI	<a href="http://www.guidedogsni.org.uk">www.guidedogsni.org.uk</a>	@guidedogsni

**Health and Social Care Board, 12-22 Linenhall Street, Belfast BT2 8BS**

**Tel: 0300 555 115      [www.hscboard.hscni.net](http://www.hscboard.hscni.net)      Twitter: @HSCBoard**

*Every effort has been made to ensure that the information included in this newsletter is correct at the time of publication. This update should not be used for commercial purposes.*