

ECLO services – Moorfields North East clinics:  
St Ann’s, Mile End, Darent Valley, Barking and Sir Ludwig  
Guttman Health & Wellbeing Centre

# Advice and support for people experiencing sight loss



Eye clinic liaison officers (ECLOs) are available throughout Moorfields networked sites to assist those living with sight loss. This includes patients, their relatives and carers.

## **Moorfields East clinics**


**ECLO:** Khaled Hassan

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## **Your ECLO can provide advice and support on:**

- Living with sight loss and remaining independent.

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- Coping with and managing particular eye conditions.
  - Services outside the hospital including social services, local support groups and national organisations for people with sight loss.
  - Registering with the local council and getting a Certificate of Vision Impairment (CVI).

## **How can I register for a Certificate of Vision Impairment (CVI)?**

Your local council has a duty to keep a register of residents who are blind or partially sighted. You do not have to have your name placed on the register unless you want to. The term registration is often used to cover the whole process, but there are two distinct and separate stages:

### **Stage 1- certification**

When an eye doctor (ophthalmologist) considers your sight loss to have reached a certain threshold; either sight impaired or severely sight impaired, they will offer to complete a Certificate of Vision Impairment (CVI) to indicate that you



are eligible to be registered with your local council.

You will then be asked to sign the form/certificate to complete the first stage of the registration process.

## **Stage 2- registration (in the community)**

When the council receives a copy of your Certificate of Vision Impairment (CVI), someone should contact you and invite you to register as sight impaired or severely sight impaired. They will put you in contact with your local sensory impairment department.

## **What is the sensory impairment department?**

The sensory impairment department helps anyone who has a degree of sight loss. They are able to provide services like social work support, general advice, vision rehabilitation, practical support and mobility training.

**Please contact your local eye clinic liaison officer (details on first page) if there are any delays to the procedure above. You can also**





Email: [moorfields.pals@nhs.net](mailto:moorfields.pals@nhs.net)

Moorfields' PALS team provides confidential advice and support to help you with any concerns you may have about the care we provide, guiding you through the different services available at Moorfields. The PALS team can also advise you on how to make a complaint.

### **Your right to treatment within 18 weeks**

Under the NHS constitution, all patients have the right to begin consultant-led treatment within 18 weeks of being referred by their GP.

Moorfields is committed to fulfilling this right, but if you feel that we have failed to do so, please contact our patient advice and liaison service (PALS) who will be able to advise you further (see above). For more information about your rights under the NHS constitution, visit [www.nhs.uk/choiceinthenhs](http://www.nhs.uk/choiceinthenhs)

