

Sue Stevenson
Healthwatch Cumbria
Best Life Building
4-8 Oxford Street
Workington
Cumbria CA14 2AH

NHS Cumbria Clinical Commissioning Group
Lonsdale Unit, Penrith Hospital, Bridge Lane
Penrith, Cumbria, CA11 8HX

tel. 01768 245 486

email. enquiries@cumbriaccg.nhs.uk

web. www.cumbriaccg.nhs.uk

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Dear Sue,

Improving the experience of people with eye conditions when attending eye clinics

Thank you very much for bringing to my attention the valued role of the role of Eye Clinic Liaison Officers (ECLOs). The context and background was particularly helpful.

The commissioning of health care services is moving into a new, exciting but necessarily very different phase, characterised by:

- greater integration of thought and action with our social care commissioning colleagues
- the empowerment of our Integrated Care Communities (ICC) to determine the pathway priorities that they wish to target in order to make the positive impact on health outcomes; and
- the collective strategic thinking of the Provider Alliance as we blur the sometimes unhelpful distinction between commissioner and provider in our quest for sustainable solutions to the North Cumbria health care challenge

I am very happy to share your thoughts and suggestions with the Clinical Director and Business Manager responsible for Ophthalmology at NCUHT, and ask them to give full consideration to the role but from within current resources. I will also do the same for the respective ICC leads.

Once again, thank you very much for raising this opportunity to improve the experience of people with eye conditions.

Yours sincerely,



Stephen Childs
Chief Executive
Cumbria Clinical Commissioning Group

