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Mrs S Stevenson
Chief Operating Officer
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Dear Sue

Improving the experience of people with eye conditions when attending clinics

Thank you for your letter regarding the experience of people with eye conditions and the role of Eye Clinic Liaison Officers (ECLOs). This issue has been raised with the CCG by Cumbria Societies for the Blind and considered by the CCG's Transition Executive.

The CCG is aware of the point you raise that ECLOs play an important part in the experience of patients attending eye clinics. We are also aware that grant funding will shortly be coming to an end: hence the concerns that have been raised with you and us.

As you are no doubt aware, the CCG and the Morecambe Bay system as a whole, faces significant financial challenge. The CCG alone is required to make savings in the coming financial year of a minimum of £15m. Consequently, as you will understand, we will not be able to address all the shortfalls arising from issues such as this by simply including them in our commissioning intentions, without wider pathway transformation.

However, we recognise the benefit that ECLOs to the acute trusts, as exemplified in your letter. University Hospitals Morecambe Bay FT (UHMB), along with other partners, have recently reviewed the pathways for ophthalmology. We have contacted UHMB to raise this issue with them to ensure they consider this service as part of the changes they are seeking to implement, given the obvious benefit to the Trust (eg time saved for consultants) and patient experience.

Yours sincerely



ANDREW BENNETT
CHIEF OFFICER

cc Hilary Fordham
Anthony Gardner
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