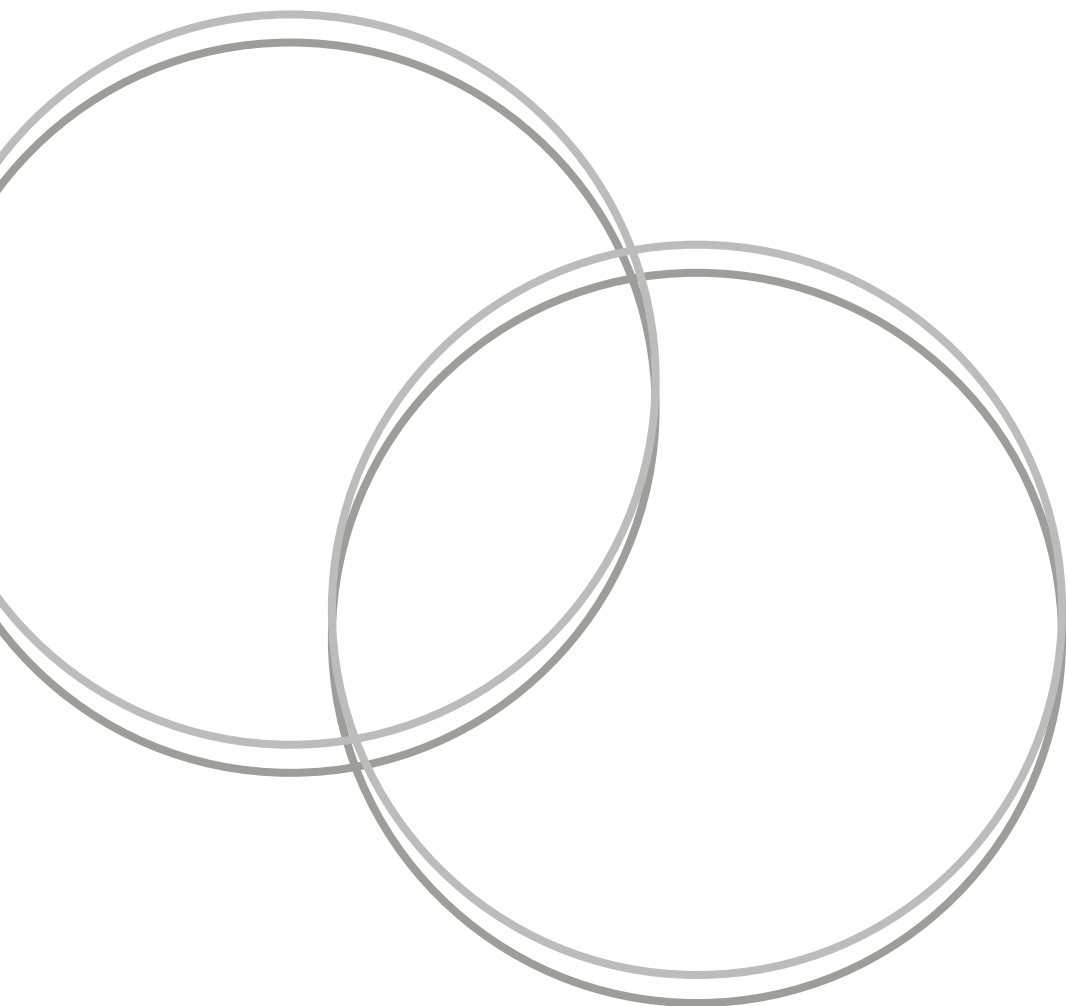




Oxford University Hospitals
NHS Foundation Trust

Eye Clinic Liaison Officer (ECLO)

Information for patients



What is an ECLO?

ECLO's are healthcare workers with many different backgrounds. They attend a university accredited course run by the RNIB (The Royal National Institute for the Blind) and have knowledge and experience of the wide ranging and significant impact of sight loss.

ECLO's provide practical and emotional support to patients diagnosed with an eye condition which has caused any level of permanent sight loss. They can talk you through your diagnosis to help you understand your eye condition, and help you access all the help and support you need to maintain your independence and come to terms with your sight loss.

ECLO's are based within the Oxford Eye Hospital outpatients department and are available for patients to speak to either face to face on the day of your clinic appointment or over the phone/email from Monday to Friday at a time that suits you.

ECLO's can talk through your diagnosis and have the time to sit with you and answer any questions you may not have thought to ask your Doctor or Eye Care professional. They also know that a diagnosis of sight loss can be a traumatic and emotional time, and that there are a lot of practical considerations when adapting to a new diagnosis. ECLO's can help you to access help and support from various charities and organisations.

For example ECLO's can signpost you to a variety of support services:

- Low Vision Clinic here with our Optometry service.
- Referral to your local council led Visual Impairment team to get access to a visual impairment needs assessment and equipment.
- Counselling and emotional support services.
- Support groups and patient groups.
- voluntary sight loss organisations and charities.

Some people with more significant level of sight loss will be eligible to be registered, with their council, as either Sight Impaired or Severely Sight Impaired. Registration is a personal choice. There are some significant advantages to being registered as it can enable people to claim various concessions and benefits. The ECLO can explain and guide you through this process. You can check your eligibility for registration by asking an ECLO, your community eye care professional or the staff here at the Oxford Eye Hospital.

How to Contact the ECLO

ECLO's are based at the Oxford Eye Hospital outpatients department.

Please ask any member of staff to speak to us when you attend for your eye hospital appointment.

You can call us directly on the details below. Please leave us a message with your name, hospital number and your telephone number. We will return your call as soon as possible over the next few working days. You can also email us on the address below.

Telephone number: **01865 231137**

Email address:

EyeClinicLiaisonOfficer@ouh.nhs.uk

Further information

If you would like an interpreter, please speak to the department where you are being seen.

Please also tell them if you would like this information in another format, such as:

- Easy Read
- large print
- braille
- audio
- electronic
- another language.

We have tried to make the information in this leaflet meet your needs. If it does not meet your individual needs or situation, please speak to your healthcare team. They are happy to help.

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February 2026
Review: February 2029
Oxford University Hospitals NHS Foundation Trust
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