

# **What a difference an ECLO makes**

## **Headline findings from the ECLO customer experience questionnaire**

### **Signposting**

- Currently, patient information at the point of diagnosis is lacking. Only 6 in every 100 people supported by an ECLO already knew about all the services available to them, and 37 in every 100 didn't know about any.

### **Informing**

- ECLOs can give patients the information they need to be informed and empowered. On average, 94 of every 100 people supported by an ECLO said they came away aware of services available to them when they leave the hospital, 77 of them said they understand more about their eye condition, and 66 said they understand the role they will have to play in their own treatment.

### **Listening**

- ECLOs can give a patient the time they need, where consultants may not be able to. For every 100 people supported by an ECLO, 90 said they were had the time and space to discuss how they were feeling about their diagnosis.

### **Reassuring**

- A diagnosis of sight loss can change your life. But for every 100 people supported by an ECLO, 71 people were helped to begin coming to terms with the situation and said they felt less anxious.

### **Empowering**

- Stepping outside the hospital after diagnosis can be the start of a long journey. For every 100 people supported by an ECLO, 89 said they felt more informed and confident to seek the next stages of support by themselves.

Source: RNIB and Action for Blind patient questionnaires at ECLO locations in Wales and London and the South East between 2011 and 2013. Sample for questions was between 208 and 225 patient responses.