100 Voices Report Implementation Guide

The EyesWise 100 Voices campaign saw over 277 patients, carers and staff share their experiences of ophthalmology care across England. Key themes and areas for improvement included:

Appointments*	Deterioration due to delays
Continuity and consistency of care	Staff attitudes, empathy and understanding
Communication and access to information	Support for patients (including ECLOs)
Transport and access	

*Appointments emerged as the major theme and included several sub themes such as: long waits difficulties making changes; cancellations by the Hospital; timing; long waiting times during appointments; and the environment at appointments.

The final report makes a number of key recommendations on how to address the key findings and make improvements to services. Below are ten top tips as to how to make a start in implementing these recommendations in your service.

Top Ten Tips	
1.	Have you made use of the Patient Journey Map created as part of the 100 Voices Project? If not, consider using this to assist in engagement, developing thinking and inform service development.
2.	Develop your own journey map for your service. Remember to consider the emotional as well as the functional aspects of the journey of patients, carers and staff.
3.	Use patient feedback to improve local understanding of the patient experience of eye care services; and to develop services. Patient feedback should be collected regularly.
4.	Ensure your systems, processes and documents have been tested and confirmed to be in full compliance with the Accessible Information Standard; include feedback from patients and service users.
5.	Ensure that the patient voice is properly represented on local eye health groups. For example, include at least two patient representatives on any relevant group or board which considers eye health services.
6.	Always involve visually impaired people in the design/redesign of eye-care service facilities. This should include a walk around facilities with visually impaired service users to understand how they perceive the environment, and to identify any issues.
7.	Find ways to work with other providers and commissioners within your local health system to develop alternative models of delivering eye-care services.
8.	Ensure your service takes steps to fully implement Eye Care Liaison Officers. They are a key resource for supporting patients.
9.	Sight awareness training should be mandatory for all staff involved in the provision or commissioning of eye-care services. Consider what steps your service needs to take to provide this. This should include staff doing a blind walk.
10.	Ensure that the information you provide to patients on available local services is consistent and appropriately signposted. Consider developing a local Eye Health Directory of Service to support this.

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