



HEALTH & WELLBEING BOARD

Subject Heading:

Services in Havering for people who have a visual impairment: a review

Board Lead:

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The subject matter of this report deals with the following themes of the Health and Wellbeing Strategy

- ☐ Theme 1: Primary prevention to promote and protect the health of the community and reduce health inequalities
- ☐ Theme 2: Working together to identify those at risk and intervene early to improve outcomes and reduce demand on more expensive services later on
- ☐ Theme 3: Provide the right health and social care/advice in the right place at the right time
- ☒ Theme 4: Quality of services and user experience

SUMMARY

A significant role of a Healthwatch is to support and enable the most vulnerable members of the community to have a voice and to influence services which have a substantial impact on their day to day lives.

The Healthwatch report looks at the journey patients make from attending their optician for routine eye tests and glasses, to being referred to the hospital services at Barking Havering and Redbridge University Trust (BHRUT) for more complex care, to those residents who find themselves with an eye condition that requires them to register a Certificate of Visual Impairment (CVI) with the London Borough of Havering (LBH), and the support available to help our residents and their families to adjust their lives for the long term.



The report contains 18 recommendations (see pages 6 – 8) and highlights that a lot more could be done to improve the experience of patients.

RECOMMENDATIONS

The Board is asked to note the report.

REPORT DETAIL

See attached report

IMPLICATIONS AND RISKS

See attached report

BACKGROUND PAPERS

None