Eye clinic liaison officer services

Advice and support for people experiencing sight loss

Eye clinic liaison officers (ECLOs) are on hand throughout Moorfields to assist anyone experiencing sight loss, or their relatives and carers, to access the support they may need when they need it.

ECLOs provide someone to talk to as well as information and advice on:
- Living with sight loss and remaining independent
- Particular eye conditions
- Services available outside the hospital
- Registering with the local authority and the Certificate of Vision Impairment (CVI)
- Local support groups
- National organisations for people with sight loss

If you would like to speak to your local ECLO, please contact them:

**Moorfields Eye Centre at Bedford**  
ECLO: Alison Burt  
Phone: 01234 792 643  
Email: alison.burt@bedfordhospital.nhs.uk

**Moorfields Eye Hospital - City Road**  
ECLO: David Samuels  
Phone: 020 7566 2718  
Email: david.samuels@moorfields.nhs.uk

**Moorfields Eye Centre at Croydon**  
ECLO: Julia Smythe  
Phone: 020 8401 3485  
Email: julia.smythe@moorfields.nhs.uk

**Moorfields Eye Centres at Ealing and Northwick Park**  
ECLO: Nalini Chauhan  
Phone: 020 3182 4026  
Email: nalini.chauhan@moorfields.nhs.uk

**Moorfields Eye Centre at St George’s**  
ECLO: Samantha Jarvis  
Phone: 020 8543 4989  
Email: samantha.jarvis@moorfields.nhs.uk
Richard Desmond Childen’s Eye Centre
ECLO: Linda Belmour
Phone: 020 7608 3677
Email: linda.belmour@moorfields.nhs.uk

Moorfields East clinics at St Ann’s, Mile End, Darent Valley, Barking, Sir Ludwig Guttmann Health & Wellbeing Centre and Loxford Polyclinic
ECLO: Jessica Price
Phone: 07711 766 426
Email: Jessica.Price@moorfields.nhs.uk

You can also be referred to our ECLO services by your hospital eye health professional, optician, GP, social services team or other health specialist.

Useful Contacts

Moorfields Counselling Service
Phone: 020 7566 2385
Email: jasmine.thombs@moorfields.nhs.uk
louise.deboard@moorfields.nhs.uk
Our counselling service offers emotional support to all Moorfields patients who need it.

Moorfields Direct telephone helpline
Phone: 020 7566 2345
Monday-Friday, 9am-9pm
Saturday, 9am-5pm

Information and advice on eye conditions and treatments from experienced ophthalmic-trained nurses.

Patient advice and liaison service (PALS)
Phone: 020 7566 2324 or 020 7566 2325
Email: pals@moorfields.nhs.uk

Moorfields’ PALS team provides confidential advice and support to help you sort out any concerns you may have about the care we provide, guiding you through the different services available at Moorfields. The PALS team can also advise you on how to make a complaint.

Your right to treatment within 18 weeks
Under the NHS constitution, all patients have the right to begin consultant-led treatment within 18 weeks of being referred by their GP. Moorfields is committed to fulfilling this right however if you feel that we have failed to do so, please contact our patient advice and liaison service (PALS) who will be able to advise you further (see above).

For more information about your rights under the NHS constitution, visit www.nhs.uk/choiceinthenhs

Next appointment