Referral to **RNIB Advice & Support (Waiting Well Team)**

at: rnib.waitingwell@nhs.net (or integration into existing electronic pathway) providing a single point of access into UK wide support services - reducing the time spent by referrers in identifying and arranging support

Information, resources and (optional) training to enable **eye care professionals**

make anon-clinical

patient support offer

 

**RNIB contact to discuss needs, provide triage and connect patients to appropriate support which includes:**

**External Partners & Providers**

**(National & Local)**

RNIB’s digital directory of services **‘Sightline’** connects patients to support services i.e. non RNIB ECLO services, local and national sight loss organisations, specialist services i.e. stroke, diabetes and statutory services i.e. social care, vision rehab and mobility.

**RNIB Wellbeing Services**

**55** FTE Advisers

Confidence building ‘Living Well with Sight Loss’ courses

Counselling Services

Peer Support - ‘Talk and Support’

‘Community Connection’ team

**RNIB Helpline**

**36** FTE Advisers providing, information, guidance, support and triage into advice services.

Available Monday to Friday

8.00am to 8.00pm

Saturday

 9.00am to 1.00pm

**T: 0303 123 9999**

**RNIB Advice Service**

**49** FTE Specialist Advisers

**5** FTE Eye Health Information Officers

IAG and specialist support including independent living, emotional support, eye health information, employment/ retention, assistive technology, social welfare, children young people & families services and education.

**RNIBs UK wide**

**Eye Care Liaison Officers (ECLOs)**

**119** UK ECLOs providing practical and emotional support at the point of need including eye condition information, treatment compliance, and connection to support services.

**Provide ongoing support to achieve personal goals and maximise independence**