



EYE CARE SURVEY

*Awareness & understanding across Professionals, Service Users
and the Public about Eye Care Services in Fife*

2012 Report (2nd cycle)

Acknowledgments

I wish to thank a wide range of Professionals and members of the public for their support and time in assisting me to undertake this survey.

The survey would not have been possible the valuable co-operation of the following organisations:

- Fife Sensory Impairment Centre
- Fife Society for the Blind
- Fife Council, Education Service
- NHS Fife Community Services
- Fife Council People's Panel
- General Practitioners
- Opticians/Optometrists
- Ophthalmologists
- Orthoptics

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2. Introduction

When the Scottish Government published the 'Review of Community Eyecare Services in Scotland' in 2006 they set out a clear agenda for change. Based on the key recommendations from the review, the aim was "to encourage the development of integrated eye care services to ensure patients receive a good quality and efficient service, in a convenient setting without undue wait." You can find details of the key recommendations in annex G at www.scotland.gov.uk/eyecarereview.

In planning for services in Fife, NHS Fife and the Fife Sensory Impairment Centre determined that it was important to establish the levels of awareness about eye care and eye care services amongst the public, professionals and patients.

Between 2008 and 2010 a survey was undertaken involving professionals, service users the public to identify the levels of awareness of eye care services and their understanding of serious sight loss. The results of the survey identified a need to improve the understanding of what is meant by serious sight loss and also accessible information about the services available with regard to eye care. A report is available "NHS Fife Eyecare Services" Interim Report June 2009."

It was decided that a second cycle of the survey should be undertaken some 1 to 2 years following the initial survey and in January 2012, another survey commenced, once again based on the same questionnaires as before but with the addition of information around 'Insight' information.

3. Background

The results of the survey undertaken during 2008-2009 saw the launch of a campaign by the joint eye care group under the 'Fife Integrated Low Vision Group'. Membership comprised Fife Society for the Blind, RNIB Scotland, Sense Scotland, NHS Fife Acute and Primary eye care services and Fife Council Education Service. They produced a leaflet entitled "Making life with sight loss easier" (Appendix A), available through the Insight website www.fifeinsight.co.uk and web through links from the Fife Society for the Blind, Fife Sensory Impairment Centre, NHS Fife and Fife Council websites.

The Dunfermline & West Fife Community Health Partnership's Clinical Governance team undertook the survey, collated the data and provided this report, using the same methodology used during the 2008-2009 survey. The second cycle survey commenced in January 2012, again using the same questionnaires as previously but with the addition of a question around awareness of the 'Insight' team. The survey would also identify if there had been any improvement in the levels of awareness of eye care services in Fife since the findings of the first survey.

4. Aims and Objectives

The aim of the second eye care survey was to determine the degree to which a range of professionals working within Fife have an understanding of where to refer individuals who are experiencing serious sight loss. The exercise should include looking at their knowledge and understanding of 'serious sight loss', what agencies and services exist in Fife and in what circumstances it would be appropriate to make a referral. The exercise should specifically look to identify knowledge and awareness of eye care services within the Eye Department in Hospital, Optometrists working as part of the low vision scheme and Fife Society for the Blind's Insight Team.

With regard to Services Users and the public, the aim was to determine the level of awareness of eye care services available to them in Fife. Also, to gain information on their knowledge and understanding of where to find information about services and who they would contact if they had concerns about their eyes/eye sight.

5. Methodology

Questionnaires (see Appendices B & C) were sent to Professionals working within NHS Fife and members of the public (carers, members of the NHS Fife's Register of Interest for public involvement, Social Work and Education Services, Fife Council, and members of the Fife People's Panel. The methods used were, paper copies and 'Survey Monkey', an automated general feedback system that is sent to its intended audience via an email link. The information inputted to the questionnaires are then uploaded to an online system where the results are collated and analysed and a summary provided.

6. Results

2275 questionnaire were distributed across Fife and a total of 755 responses were received, giving an overall response rate of 33%:

- 83 postal questionnaires returned
- 293 responses from Survey Monkey emails
- 379 responses from the People's Panel

5.1 PROFESSIONALS - DATA

This section shows the results gathered from the survey forms returned by a range of Professional staff working across Fife. A return rate of 31% was achieved:

Responses Received

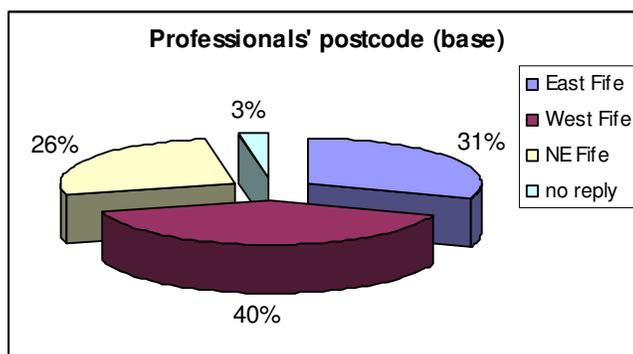
GP	11
District Nurse	39
Optometrist	22
Public Health Nurse	18
Social Worker	0
Optician	2
Ophthalmologist/Orthoptist	3
Teacher	100
Other	80
	275

Question 2 If 'Other' please specify:

Professions identified under 'Other' include, Occupational Therapy, Support Workers and Administrative staff.

Question 3 Postcode of Professional base:

Graph 1



The spread of Professionals' base (as above) in terms of postcode are similar to those gathered from the 2010 results.

Question 4 Professionals were asked, of the following statements, which best describes serious sight loss? (% of respondents who selected the following statements when describing serious sight loss):

Table 1

Statements	2012 %	2009 %
A person who finds it difficult to read even when they wear spectacles	76	78
A person who uses talking books or read braille	93	95
A person who uses a guide dog or white cane	92	96
A person who has difficulty recognising a face across the road	65	60
A person who uses a magnifier to read small print	62	58

When compared to the percentage figures obtained from 2009 results, there is a slight increase with regard to those who believe someone with a serious sight loss is a person that has difficulty recognising a face across the road and someone who uses a magnifier to read small print. This is matched by a drop in those who only recognised serious sight loss as wearing spectacles or reading Braille.

Question 5 Respondents indicated the following as reasons certain vulnerable groups do not access services:

Table 2

Potential Reason	Children with Complex Needs	People with Learning Disabilities	Older People
Difficulty testing	201 (73%)	189 (69%)	75 (27%)
Difficulty identifying and assessing	170 (63%)	185 (67%)	87 (32%)
Concerns about communication	176 (64%)	212 (77%)	113 (41%)
Lack of understanding of appropriate services	163 (59%)	198 (72%)	182 (66%)
Assume that eyesight is already being addressed by others	121 (44%)	122 (44%)	127 (46%)
Sight not prioritised in relation to other complex needs	68 (25%)	159 (58%)	115 (42%)

The above data shows that Professionals feel children with complex needs and people who have Learning Disabilities are amongst the vulnerable groups where testing is difficult. This is for a number of reasons eg., communication; understanding what other services are available; assumption that eye care is being addressed by other professionals and that eye care is not seen as a priority against more important complex needs of the patient. With regard to Older People, a lack of understanding of appropriate services and assumption that care was being provided by others appear to be main reasons for not accessing services.

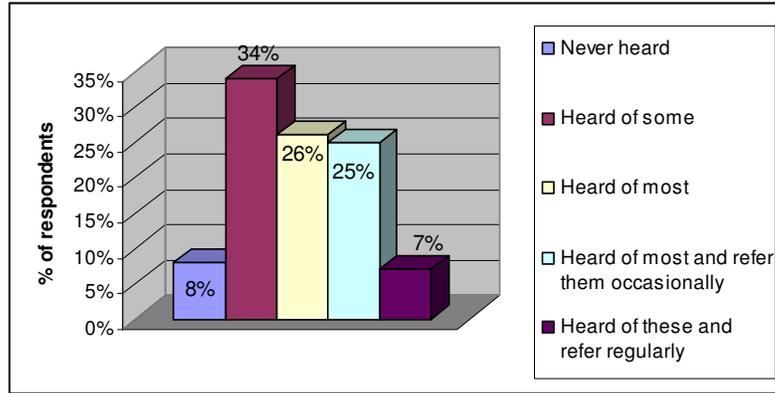
Question 6 The range of services that Professionals would normally make referrals to:

Table 3

Professional Group	Yes %	No %
Fife Sensory Impairment Centre	66	34
Guide Dogs for the Blind	7	93
Low Vision Clinic/Service	39	61
Ophthalmologists/Orthoptists	67	33
District/Practice/Specialist Nurses	25	75
Fife Society for the Blind	32	68
GPs	79	21
Public Health Nurses/Health Visitors	61	39
Optometrists/Opticians	87	13
Insight	19	81
Hospital Casualty (A&E)	36	64
RNIB Pathway	18	82
Specialist Teachers/Teachers	51	49

Question 7 Level of awareness of the following services:

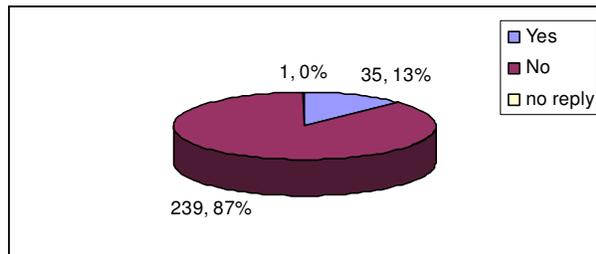
Graph 2



The data shown above indicates that 26% of Professionals have heard of ‘most’ of these services, and 34% of Professionals have heard of ‘some’ of these services. This is very encouraging. However there still remains 8% who have ‘never’ heard of these services. The data also shows that 25% of Professionals are referring to these services occasionally whereas only 7% refer to these services regularly.

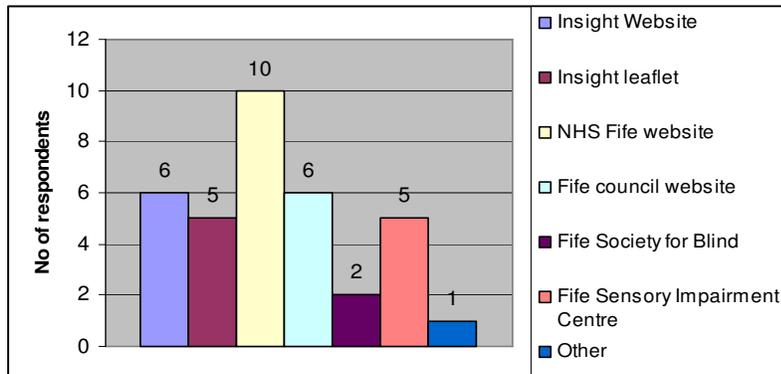
Question 8 Professionals were asked if they were aware of ‘Insight’:

Graph 3



Question 9 Resources Professionals have used to access information about Insight:

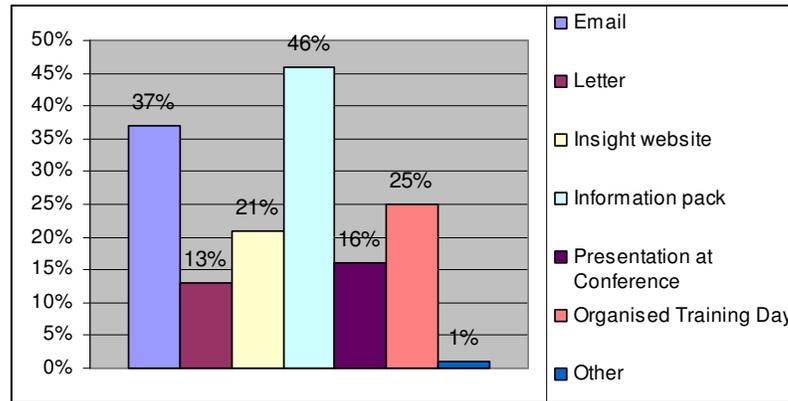
Graph 4



Of the 35 Professionals who responded that they had heard of Insight, the range of resources used to access the service is shown above.

Question 10 Professionals provided their views on the most effective way to increase awareness of local eye care services:

Graph 5



Other suggestions made included a “visit by associated professional”, “short presentation at an in-service day” and “television or radio advertising.”

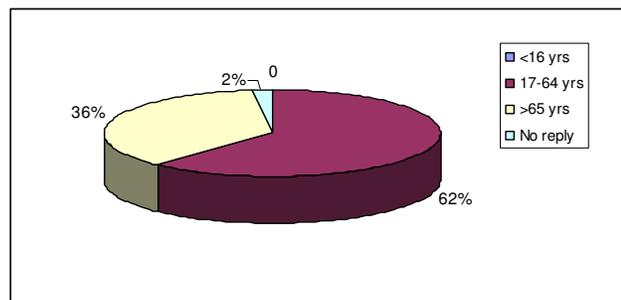
5.2 PUBLIC - DATA

This section shows the results gathered from the survey forms returned by the public (including carers, register of interests from all Community Health Partnerships and the Peoples’ Panel). A return rate of 37% was achieved:

Postal	41
Survey Monkey	60
Peoples Panel	379
total	480

Question 1 Age range of people taking part in the survey:

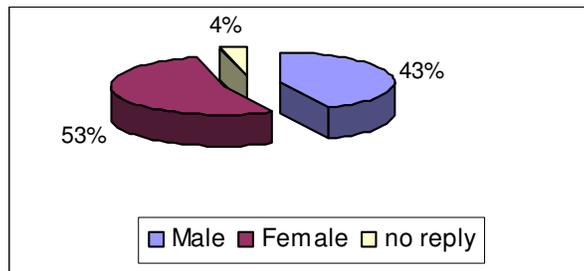
Graph 6



The data shows that the majority age range of people taking part in the survey is from 17 to 65+ years. 9 people did not indicate their age.

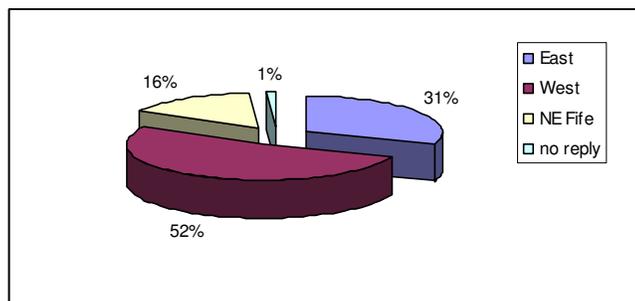
Question 2 Gender of respondents:

Graph 7



Question 3 Postcode areas of people taking part in the survey (based on 101 respondents):

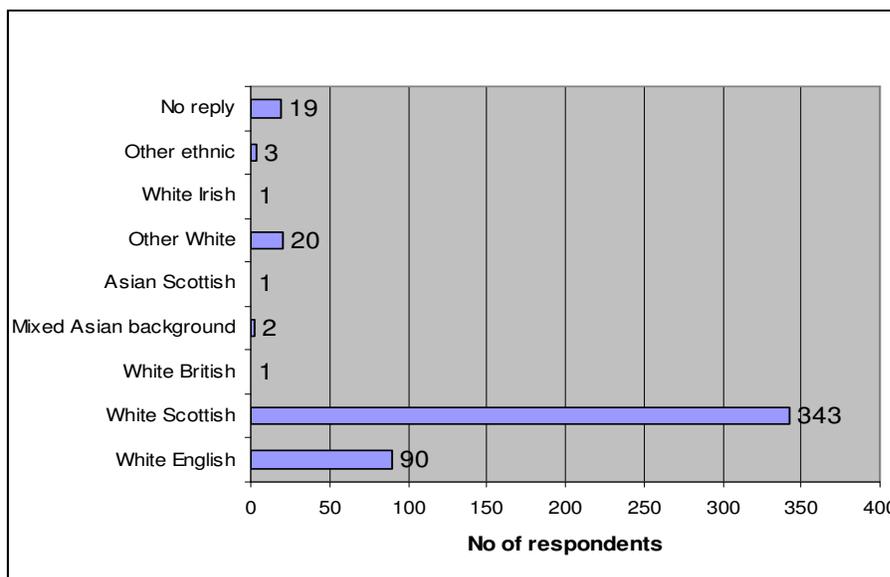
Graph 8



No information was collected by People’s Panel as this question asked for patient/person data that was potentially identifiable. However, the postcode information requested as part of the survey was never intended to be used in any way that would identify where people lived. The results for this data is shown as areas only, eg., split into East Fife, West Fife and North East Fife. The data available is based on 101 respondents.

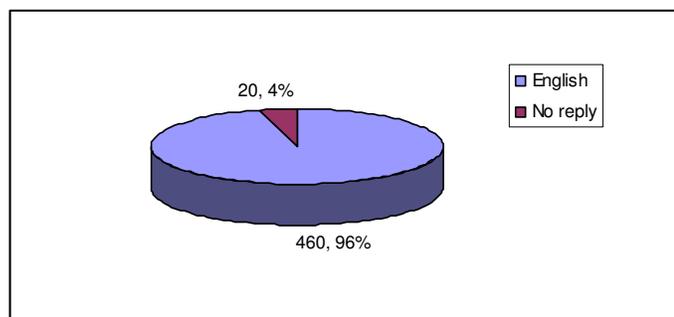
Question 4 People were asked what their ethnic group was:

Graph 9



Question 5 The preferred communication language was:

Graph 10



Question 6 Professionals were asked, of the following statements, which best describes serious sight loss (% of respondents who selected the following statements when describing serious sight loss):

Table 4

Statements	2012 %	2009 %
A person who finds it difficult to read even when they wear spectacles	56%	71%
A person who uses talking books or read braille	79%	70%
A person who uses a guide dog or white cane	84%	78%
A person who has difficulty recognising a face across the road	56%	55%
A person who uses a magnifier to read small print	52%	52%

From the data received there is an overall increase in the level of understanding of what is meant by 'serious sight loss', compared with the findings of 2009.

Question 7 Public were asked which of the following professionals/services they were aware provided support & assistance to people with sight loss:

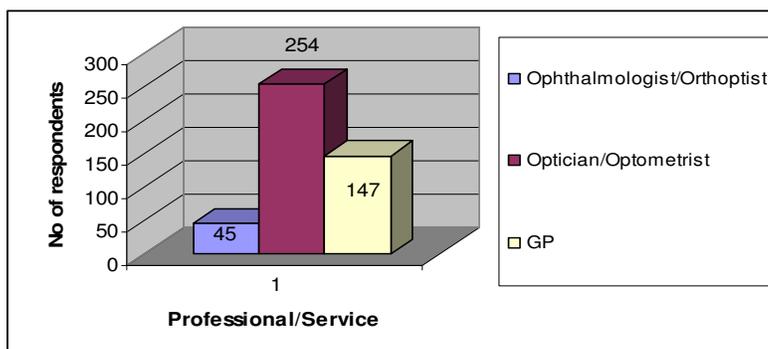
Table 5

Professionals/Services	Yes	%	No	%
Fife Sensory Impairment Centre	251	52%	123	26%
Guide Dogs for the Blind	442	92%	23	5%
Low Vision Clinic	92	19%	256	53%
Ophthalmologists/Orthoptists	322	67%	149	31%
District/Practice/Specialist Nurses	28	6%	232	48%
Fife Society for the Blind	341	71%	75	16%
Specialist Teachers/Teachers	175	36%	120	25%
GPs	313	65%	76	16%
Health Visitors	130	27%	156	33%
Optometrists/Opticians	379	79%	85	18%
Insight	61	13%	302	63%
Hospital Casualty (A&E)	96	20%	30	6%
RNIB	182	38%	221	46%
Social Workers	108	23%	243	51%

From the data provided, the top 5 most known services or professionals appear to be Guide Dogs for the Blind, Opticians, Fife Society for the Blind and GPs. 52% of people are aware of the support provided by the Fife Sensory Impairment Centre, and 38% are aware of services offered by RNIB.

Question 8 People were asked that if they had a problem with their eye sight, which of the above mentioned services they would contact (top 3 listed):

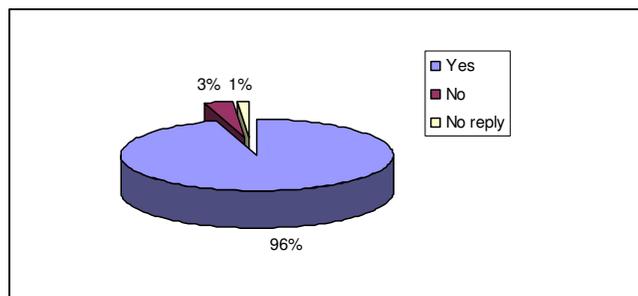
Graph 11



The above data suggests that people are inclined to contact either their Optician or GP in the first instance if they had concerns about their eyes.

Question 9 Awareness of free eye tests:

Graph 12



An overwhelming 96% of people are aware that they are entitled to free eye tests.

Question 10 The reasons why people have never or rarely had their eyes tested:

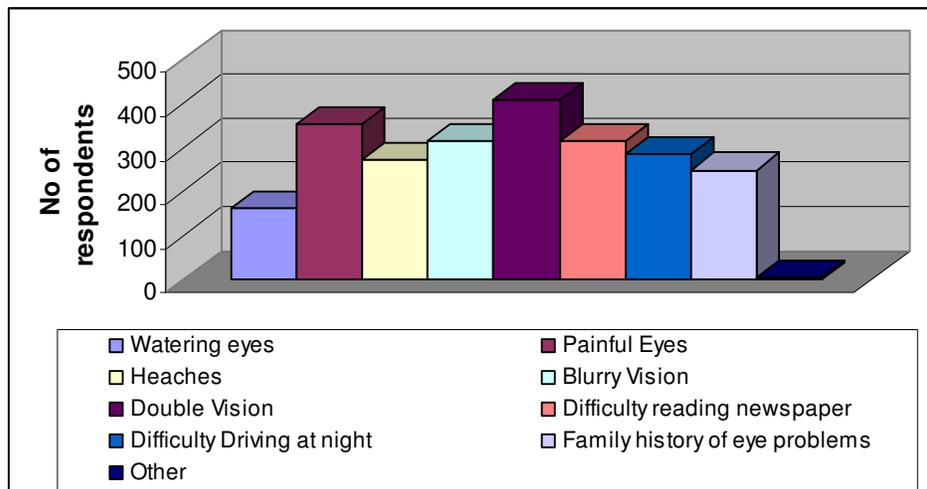
Table 6

Not concerned about eyes	21
Lack of time	31
Concerned about cost of test	33
Worried about what may be found	4
Difficulties getting to opticians	8
Concerned about ability to communicate	2
Attend Eye Hospital	15
Already have eye condition	8
Concerned about literacy	1
Concerned about stigma	1
Managing alright even though sight is poor	12

Only 136 (28%) people responded to this section, however it could be interpreted that 344 (72%) of people have none of the above concerns which would prevent them from having their eyes tested. The data shown above indicates that one of the most common barriers to people having their eyes tested is their belief that there is a cost associated with eye tests. However it should also be noted that 96% of people are aware that eye tests are free (graph 12). Lack of time is also another common factor or that they already attend the Eye Department at Hospital.

Question 11 People were asked what symptoms would prompt them to seek advice for an eye care or health specialist:

Graph 13



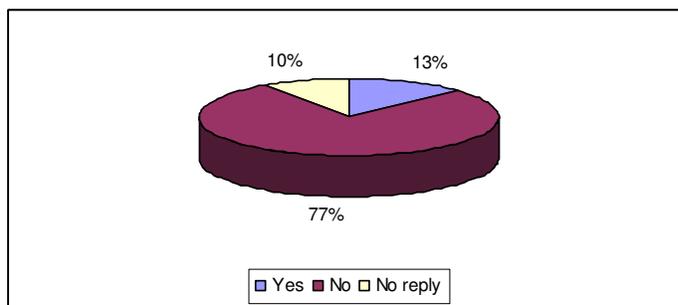
The top 5 concerns for people which would prompt them to visit an eye care or health specialists are:

- Double vision (85%)
- Painful eyes (74%)
- Difficulty reading (66%)
- Difficulty driving at night (59%)
- Headaches (57%)

The 'Other' concerns mentioned were bloodshot eyes, misty sight, and colours round white lights (rainbows).

Question 12 People were asked if they had heard of the Insight team (specialist service providing information/support and access to rehabilitation for people with serious sight loss)

Graph 14



Of the 63 (13%) who responded 'Yes' to this question said they heard about the service through:

- Fife Sensory Impairment Centre (21%)
- NHS Fife website (17%)
- Insight Leaflet (16%)
- Fife Society for the Blind (11%)
- Insight website (10%)
- Fife Council website (8%)

11 (17%) people said 'Other' and these are:

- Friend uses this service
- I have a friend who uses Insight's service
- I was a nurse and I have heard about it
- I was a sponsor for RNIB
- I was put in touch with them through RNIB in Edinburgh
- Mother is registered blind and has contact with them
- My father uses the service
- Ninewells Hospital
- Not sure where I have heard of Insight, possibly through work in a local College
- Through the Eye Clinic Ninewells Hospital
- Word of mouth
- My husband is registered blind so I have become aware of the service

Question 14 asked people to provide any other comments/suggestions that they felt were important to this survey

The public responded well to this question with a wide range of comments offered in this section. For the purpose of this report, only a selection has been listed. A complete list of the comments is available from the author of this report (Yvonne Bradley, Clinical Governance Facilitator, Dunfermline & West Fife CHP).

- *"I had several replacements of glasses every 6 months until my optician told me I had a cataract and referred me to the eye clinic in Queen Margaret's. I had been led to think my declining vision was macular degeneration. I am fine now after two cataract operations."*
- *"Insight is a precious gift. I think that sometimes people may be worried to go for tests because of what they think will be found. Perhaps unfounded, but people do fear the worst. Surveys like this are beneficial."*
- *"More education publicity and support agencies need to be more publicised"*
- *"This is an extremely badly constructed survey form for a screen reader user. Also, the questions are pretty amateur and I don't feel the survey will add anything to eye care in Fife. It looks like a box ticking exercise"*

- *“The diabetes retinopathy screening service is excellent and should be added to the list of contacts above.”*
- *“Would be helpful to ask whether people are aware of RNIB Pathway Visual Impairment and Learning Disability Services based in Fife Sensory Impairment Centre as this service specialises in assessment for people with learning disability, complex needs and dementia. People with a learning disability are 10 times more likely to have a sight problem - this is frequently undetected.”*
- *“Although it was a long time ago now, I was very impressed with the system in Fife, when I consulted my GP about an eye problem (turned out to be a detached retina) on a Saturday morning, was sent straight to hospital with a note to the ward, and was operated on the Sunday. When the operation was not wholly successful, the onward referral to the Eye Pavilion at ERI was again swift and resulted in successful laser treatment (which I believe is now available within Fife).”*
- *“Eye tests are free but glasses are VERY expensive so I don't bother.”*
- *“I receive excellent eye care from my optician including regular annual checks. If this pattern of regular checks had not been established, however, I am not at all sure how any eye problems would be detected, probably by the GP.”*
- *“I receive Family Tax Credit and with the discount from that it is still over £100's for a simple pair of glasses for reading and computer work. I cannot afford this every time I go for a checkup.”*
- *Maybe there should be more eye testing of primary schoolchildren. Parents should be alerted to free eye testing for children. Doctors surgeries should have more information re services for visually impaired people.*
- *“If I am typical of the general public and know little of the services available then it is the responsibility of the powers that be to ensure such information is properly disseminated.”*

7. Conclusion

One of the key findings from the report is that there has been a slight increase in awareness of local eye care services in Fife.

The report highlights that the majority of people choose to approach their Optician or GP in the first instance if they have a concern about their eyes. This is substantiated by the data collected eg., 57% contacting their Optician and 33% contacting their GP

There is an encouraging increase in the levels of awareness and understanding in relation to the definition of 'serious sight loss', both from Professionals and the Public. The majority of responses from the survey identified that people associate serious sight loss with someone who reads Braille or uses a guide dog. When asked how aware they were about Professionals and services available to support people with sight loss, the majority of the public indicated that they were aware of Guide Dogs for the Blind, most likely through advertising campaigns and roadshows etc., Opticians, Fife Society for the Blind and General Practitioners. The data identifies these services as being amongst the top 5 most familiar professionals/services.

A surprising, but promising, shift was identified where people were asked the reasons why people have never or rarely had their eyes tested. Although only 136 people responded to this question, it could be interpreted to show that 344 don't have any concerns showing a decrease in the figures gathered in 2010.

The awareness of the Insight team appears low, however it is acknowledged that this is a very specialised team supporting individuals who have serious sight loss. Consideration should therefore be given to ensure more specific data is extracted for future surveys of this type. Professionals who have accessed information about the Insight team, have done so through the Insight website, NHS Fife and Fife Council websites.

The data gathered in relation to referrals shows a marked improvement in the number of Professionals referring to services (for list of services see table 3). There is a rise of almost 30% with regard to referrals to Public Health nurses and Health Visitors, with 20% rise in referrals to GPs, 10% rise in referrals to Fife Sensory Impairment Centre, Community nurses, Opticians, Insight, Hospital Casualty.

When Professionals were asked their views on how best to increase awareness of local eye care services, their responses was similar to the data gathered in 2010, with Information pack, emails, Training Days, Insight website and Presentation at Conference being the top 5 choices. There appears to be a 20% rise in the request for information to be emailed, and 21% of Professionals regarded the Insight website as an effective way to increase awareness of serious sight loss.

A wide range of comments and suggestions were returned as part of this survey. Some of these comments identify the crucial support available for people concerned about their eyes/eye sight and the importance of visiting local opticians, who can identify eye issues for onward referrals.

A number of suggestions were made by the public eg., more awareness needed around the RNIB Pathway Visual Impairment and Learning Disability Services based within the Fife Sensory Impairment Centre, The Diabetic Retinopathy Screening service.

The results detailed in this report have identified that awareness amongst professionals and the public about local eye care services and the level of understanding of sight loss has seen a positive increase, however some of the results remain similar to the results found in 2010. To summarise:

- ***What was better***

There is an increase in the level of understanding of what is meant by ‘serious sight loss’ amongst professionals and the public.

A slight increase in the number of professionals who are referring regularly to the eye care services mentioned in the results section of this report.

The Insight website has been one of the main sources of information to those wishing to learn more about serious sight loss.

- ***What was the same***

The results suggest that awareness of eye care services available throughout Fife is similar to those taken in 2009.

The largest majority by far, of people who took part in the survey responded as ‘White Scottish’. There was very little response received from the ethnic communities in Fife.

It may be that further work is possibly required that focuses more on specific services, involving people who use these services and indeed those referring to these services. This would allow more meaningful data to be gathered that could be used to effect change and make any improvements necessary to provide safe, effective and person-centred care to the people of Fife.

8. Recommendations

The following recommendations are made based on the information gathered from the Eye Care Survey undertaken in 2012:

- Websites: NHS Fife and Fife Sensory Impairment Centre should consider further ***development of the websites (NHS Fife and Insight)*** to ensure there is up-to-date, information and materials available, in a range of formats, and can be easily accessed by patients, the public and staff.
- Development of an ***information pack*** that is available online for staff or can be accessed through the appropriate organisational websites for members of the public
- ***Ongoing awareness raising*** through in-house training events or through presentation at local conferences

9. References

- Review of Community Eyecare Services in Scotland' in 2006 - recommendations in annex G at www.scotland.gov.uk/eyecarereview
- NHS Fife Eyecare Services" Interim Report June 2009

Appendix A

Additional Needs

At least one in three people with a learning disability will also have a serious sight loss and the RNIB Pathway Services have a specialist assessment, life skills and outreach service in Fife.

Sense Scotland has specialist services in Fife that provides communication and other support services for adults and children with complex needs including sight and hearing loss.

Children and young people

The Sensory Support Service of Fife Council Education Service supports children and young people and their families, including those with a serious sight loss, from the age of diagnosis and subsequent referral to the Service through to school leaving age.



**Making life with
sight loss easier**

**For further information
please contact:**

**INSIGHT
Fife Society for the Blind
Fife Sensory
Impairment Centre
Wilson Avenue
Kirkcaldy
Fife
KY2 5EF**

**Telephone: 01592 644 979
Fax: 01592 200 103
email: info@fifeinsight.co.uk**

www.fifeinsight.co.uk

Do you have a serious sight loss?

Serious sight loss can affect us at any age, but as our population ages, it can affect an increasing number of elderly people.

For some, it can be corrected with appropriate spectacles, for others cataract surgery remedies the situation.

With a serious sight loss, can also come a loss of confidence, self esteem and ultimately independence.

If you have difficulty with seeing the television clearly, or seeing the bus number, then you may have a serious sight loss.

Don't just put up with it, 50% of all serious sight loss can be addressed, if picked up early enough. A new pair of spectacles may be the answer but, if not, one of the listed, specialist services.

How do I get help?

It is important to access the most appropriate service quickly, so specialist services in Fife all work in partnership to ensure that you get the best help and support without delay.

You may find it helpful to understand something about the range of professionals and agencies that are there to help?

Optometrists / Opticians

Optometrists are generally your first port of call and are located in most towns. They are equipped to provide a free NHS eye examination which will assess your vision and the health of your eyes. Where necessary they can provide spectacles.

Optician is a general term covering both dispensing opticians (who fit and supply spectacles) and optometrists (who can also provide eye examinations). Both can specialise in low vision problems.

Please refer to www.fifeinsight.co.uk for more information.

Optometrist Community Low Vision Service

Some optometrists in Fife are trained to provide a low vision service, diagnosing the condition and where appropriate providing low vision aids.

Hospital Eye Department

In the hospital eye department are a number of different professionals: including an ophthalmologist, a doctor trained in the diagnosis and management of eye diseases and disorders of vision, an orthoptist who is trained to diagnose and treat defects of binocular vision and abnormalities of eye movement, finally an ophthalmic nurse who has developed particular skills in eyecare.

Insight

Where information, support and access to rehabilitation and training is required, Insight is the specialist team employing social workers and rehabilitation workers equipped with the specialist knowledge and skills to help address serious sight loss.



Eye Care Services Survey 2012

The aim of this survey is to identify the level of awareness amongst healthcare and other professionals with regard to eye care services that are available across Fife. This survey is a second cycle of a survey that was undertaken in 2008/2009.

We are grateful for your time in completing the survey which we anticipate will only take 5 minutes (*11 questions in total*).

Q1 What is your profession?

- | | | |
|-------------------------------------|--|--|
| <input type="checkbox"/> GP | <input type="checkbox"/> Optometrist | <input type="checkbox"/> Ophthalmologist |
| <input type="checkbox"/> Teacher | <input type="checkbox"/> Public Health Nurse | <input type="checkbox"/> Other |
| <input type="checkbox"/> Orthoptist | <input type="checkbox"/> Social Worker | <input type="checkbox"/> District Nurse |
| <input type="checkbox"/> Optician | | |

Q2 If 'Other', Please specify:

Q3 What is the post code of your professional base?

Q4 Which of the following statements do you think best describes serious sight loss?

	Yes	No
A person who finds it difficult to read even when they wear spectacles	<input type="checkbox"/>	<input type="checkbox"/>
A person who uses talking books or uses Braille	<input type="checkbox"/>	<input type="checkbox"/>
A person who has a guide dog or white cane	<input type="checkbox"/>	<input type="checkbox"/>
A person who has difficulty recognising a face across the Road	<input type="checkbox"/>	<input type="checkbox"/>
A person who uses a magnifier to read small print	<input type="checkbox"/>	<input type="checkbox"/>

Cont'd/

Q5 Eyecare services have identified the following vulnerable groups. What do you think prevents these vulnerable groups from accessing services?

	Children with complex needs	People with learning Disabilities	Older People
Difficulty testing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Difficulty identifying and assessing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Concerns about communication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lack of understanding of appropriate services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assume that eyesight is already being addressed by others	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sight not prioritised in relation to other complex needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q6 Which of the following services/professionals would you normally refer people to?

	Yes	No
Fife Sensory Impairment Centre	<input type="checkbox"/>	<input type="checkbox"/>
Guide Dogs for the Blind	<input type="checkbox"/>	<input type="checkbox"/>
Low Vision Clinic	<input type="checkbox"/>	<input type="checkbox"/>
Ophthalmologists/Orthoptists	<input type="checkbox"/>	<input type="checkbox"/>
District/Practice/Specialist Nurses	<input type="checkbox"/>	<input type="checkbox"/>
Fife Society for the Blind	<input type="checkbox"/>	<input type="checkbox"/>
GPs	<input type="checkbox"/>	<input type="checkbox"/>
Optometrists/Opticians	<input type="checkbox"/>	<input type="checkbox"/>
Insight	<input type="checkbox"/>	<input type="checkbox"/>
Hospital Casualty	<input type="checkbox"/>	<input type="checkbox"/>
RNIB Pathway	<input type="checkbox"/>	<input type="checkbox"/>
Specialist Teacher/Teacher	<input type="checkbox"/>	<input type="checkbox"/>

Cont'd/

Q7 How aware are you about services for people with eye problems, in particular

the services listed above?

- Never heard of most of these services
- Heard of some of these services
- Heard of some of these services
- Heard of most of these services and refer then occasionally
- Heard of these services and refer them regularly

Q8 Are you aware of 'Insight', a specialist team employing social workers and rehabilitation workers?

Yes No

Q9 If Yes, please tell us how you have accessed this information?

Insight website NHS Fife website Fife Society for the Blind
Insight leaflets Fife Council website Fife Sensory Impairment Centre

Q10 What would be the most effective way to increase your awareness of local eyecare services?

Email Information Pack Organised Training Day
 Letter Presentation at a Conference

Q11 If other, please specify:

Please return to: Yvonne Bradley
Clinical Governance Facilitator
Dunfermline & West Fife CHP
Lynebank Hospital
KY11 4UW
01383 565115 / ybradley@nhs.net

Eye Care Services Survey 2012

The aim of this survey is to identify the level of awareness that people have with regard to eye care services available in Fife. This survey was originally undertaken in 2008/2009 and we are keen to identify if there has been an increase in awareness since then. We are very grateful for your time in completing the survey which we anticipate will only take 5 minutes (*14 questions in total*).

Q1 What age are you?

- up to 16 years 17 – 64 years over 65 years

Q2 Are you male or female?

- Male Female Prefer not to answer

Q3 What is your post code?

Q4 What is your ethnic group? (please tick)

- White Scottish Asian Chinese Asian Scottish
 White English Asian Indian Asian English
 White Irish Asian Bangladeshi
 Prefer not to answer

Other ethnic background:

Q5 What is your preferred communication language? (eg English, Polish)

Q6 Which of the following statements do you think describes serious sight loss?

- | | Yes | No |
|--|--------------------------|--------------------------|
| A person who finds it difficult to read even when they wear spectacles | <input type="checkbox"/> | <input type="checkbox"/> |

A person who uses talking books or reads Braille	<input type="checkbox"/>	<input type="checkbox"/>
A person who uses a guide dog or white cane	<input type="checkbox"/>	<input type="checkbox"/>
A person who has difficulty recognising a face across the street	<input type="checkbox"/>	<input type="checkbox"/>
A person who uses a magnifier to read small print	<input type="checkbox"/>	<input type="checkbox"/>

Q7 How many of the following services and professionals who provide support and assistance to people with serious sight loss, are you aware of?

	Yes	No
Fife Sensory Impairment Centre	<input type="checkbox"/>	<input type="checkbox"/>
Guide Dogs for the Blind	<input type="checkbox"/>	<input type="checkbox"/>
Low Vision Clinic	<input type="checkbox"/>	<input type="checkbox"/>
Ophthalmologists/Orthoptists	<input type="checkbox"/>	<input type="checkbox"/>
District/Practice/Specialist Nurses	<input type="checkbox"/>	<input type="checkbox"/>
Fife Society for the Blind	<input type="checkbox"/>	<input type="checkbox"/>
GPs	<input type="checkbox"/>	<input type="checkbox"/>
Optometrists/Opticians	<input type="checkbox"/>	<input type="checkbox"/>
Insight	<input type="checkbox"/>	<input type="checkbox"/>
Hospital Casualty	<input type="checkbox"/>	<input type="checkbox"/>
RNIB Pathway	<input type="checkbox"/>	<input type="checkbox"/>
Specialist Teacher/Teacher	<input type="checkbox"/>	<input type="checkbox"/>

Q8 If you have or have had a problem with your eyes or vision, which of the services/professionals mentioned above would you contact?

Q9 Are you aware that you are entitled to free eye tests?

Yes **No**

Q10 If you have never had your eyes tested or rarely have them tested, please indicate why using the options below (tick all that apply):

- | | |
|---|--|
| <input type="checkbox"/> Not concerned about eyes or eyesight | <input type="checkbox"/> Attend the eye hospital |
| <input type="checkbox"/> Lack of time/have not got around to it | <input type="checkbox"/> Already have an eye condition which has not improved with glasses |
| <input type="checkbox"/> Concerned about the cost of eye test/glasses | <input type="checkbox"/> Concerned about literacy |
| <input type="checkbox"/> Worried about what may be found | <input type="checkbox"/> Concerned about the stigma/labelling with poor sight |
| <input type="checkbox"/> Difficulties getting to an opticians | <input type="checkbox"/> Managing alright even though sight is poor |
| <input type="checkbox"/> Concerned about ability to communicate and understand test | |

Q11 From the list of eye problems below, which one would you seek advice for? (tick all that apply)

- | | | |
|--|---|---|
| <input type="checkbox"/> watering eyes | <input type="checkbox"/> blurry vision | <input type="checkbox"/> difficulty driving at night |
| <input type="checkbox"/> painful eyes | <input type="checkbox"/> double vision | <input type="checkbox"/> family history of eye problems |
| <input type="checkbox"/> headaches | <input type="checkbox"/> difficulty reading a newspaper | |

Q12 Have you heard of 'Insight' a specialist service providing information/support and access to rehabilitation for people with serious sight loss?

Yes No

Q13 If 'Yes', please tell us how you heard of this service?

- | | |
|---|---|
| <input type="checkbox"/> Insight website | <input type="checkbox"/> Insight leaflet |
| <input type="checkbox"/> NHS Fife website | <input type="checkbox"/> Fife Council website |
| <input type="checkbox"/> Fife Sensory Impairment Centre | <input type="checkbox"/> Fife Society for the Blind |

Q14 Please use the space below to add any comments:

Please return to: Yvonne Bradley
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