

#iam100voices

# 100 Voices: Your story matters



100 Voices is run by the Elective Care Transformation Programme which is part of NHS England and NHS Improvement. For 100 Voices we are working in partnership with PEN — The Patient Experience Network

We abide by NHS standards for confidentiality and safeguarding your information.

This publication can be made available in a number of other formats on request. Please call



Submit your story at: <https://www.engage.england.nhs.uk/survey/hospital-eye-services>

NHS England and NHS Improvement



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EyesWise is an NHS project that aims to save sight and improve lives. Since April 2018 work has been underway in hospital eye services across the country to streamline and speed up outpatient treatment for patients at highest risk of sight loss. Now we are launching the 100 Voices campaign to find out what it feels like to use those services.

The NHS would like to learn from your experience, so please tell us your story. You can write about it on: <https://www.engage.england.nhs.uk/survey/hospital-eye-services> or send us a link to a video or audio recording of yourself talking about it.

### Why join 100 Voices?

100 Voices wants to hear from patients, carers and people who work in hospital eye services.

We will share people's stories with key staff who plan, pay for and provide services to help them take decisions as they transform eye services for the future.

We will also put stories on our website, social media, and YouTube channel, to raise awareness and encourage more people to tell their story.

### What do you want people to know?

When telling your story, please focus on what you want the people in charge of hospital eye services to know about your experience of ophthalmology appointments since April 2018.

We would like to understand things such as how good you thought communications with the service were and what it was like booking the appointment. How well did the clinic run on the day? If you have used ophthalmology services before, what changes did you notice?

Please don't name the hospital trust(s) or any members of staff in your story. Please do tell us what eye condition(s) you are/were being treated for.

### Contact us

To speak to someone direct please contact the 100 Voices team, who will arrange for someone to call you:

T: 0113 824 8672

E: [England.eyeswise@nhs.net](mailto:England.eyeswise@nhs.net)

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If telling your story sparks any difficult emotions, please contact the hospitals patient advice and liaison service (PALS) or patient experience team.