Improving patient access to CVI at Moorfields Eye Hospital: a data-driven and digital improvement project

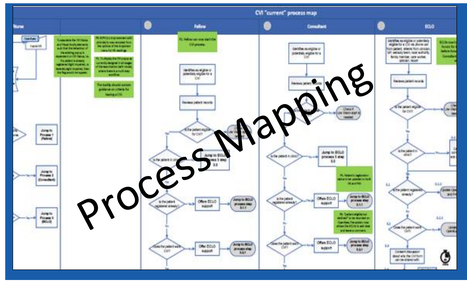
Moorfields Eye Hospital NHS Foundation Trust

Overview: A Certificate of Vision Impairment (CVI) formally certifies someone as visually impaired and acts as a referral for a social care assessment by the local authority. The Eye Clinic Liaison Officer (ECLO) Team at Moorfields Eye Hospital assists 2,000 individuals annually, offering counselling referrals, social care resources, legal and financial advice, and mobility aid assistance. Additionally, the team helps 2,400 patients each year obtaining a CVI.

Problem Statement: Critical gaps in the CVI process led to missed opportunities in patient registration, delaying essential support. In Jan 24, an audit identified 1,576 potentially eligible patients with a VA of <6/60 (severely sight impaired).

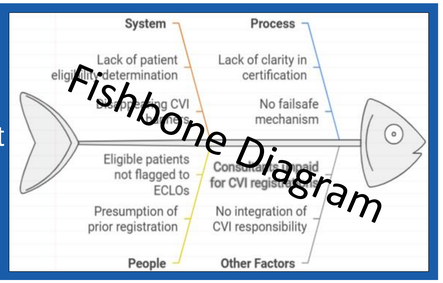
Objectives

- Review Eligible Patient Cohort
- Flag Eligible Patients
- Implement Failsafe Mechanisms
- Improve OpenEyes System Usability



Methods

- Stakeholder Engagement
- Workshops
- Data Analysis



Results

Failsafe
Weekly reports established to ensure reliability.

Training
Ongoing CVI training provided for staff members.

System
OpenEyes updates confirmed for August 2025.

Process
Clinical fellows encouraged to start the process.

Reputation
Demonstrated commitment to safety, excellence, innovation.

31% (490)
Patient cohort identified as eligible

Over 900
Patients previously registered elsewhere now have their CVI status updated

No complaints recorded

Reporting
Improved processes for identifying eligible patients.

Comms
Ongoing promotion of CVI benefits to teams.

Process
CVI status updated within the OpenEyes system.

Benchmarking
Presentation given at the National CVIC event.

Recognition
Won the Trust's Poster Competition award.

Key Learning and Actions

- Building effective **communication** and **engagement** strategies with clinical staff can effectively convey the benefits of CVI registration.
- A **user-friendly system** supports staff workflows, reduces human error, and improves **service quality** and **efficiency**.
- **Patient safety incidents** will be reported for those eligible patients who have not been offered a CVI.
- The changes introduced are expected to positively impact the **patient experience** by making the certification process more thorough and accessible.

CVI Benefits

- PROTECTION UNDER THE EQUALITY ACT 2010
- BLUE BADGE SCHEME
- MOBILITY TRAINING
- 50% OFF THE TV LICENCE FEE
- LOW VISION AIDS ASSESSMENT
- BLIND PERSON'S PERSONAL INCOME TAX ALLOWANCE
- WELFARE BENEFITS
- TRAVEL CONCESSIONS

RNIB Eligibility Criteria