

Patient Support Service, Oct 2021

Visibility Scotland provides the Patient Support Service at the Eye Pavilion. This service is funded by Edinburgh Health and Social Care Partnership.

The Patient Support Service provides patients with dedicated time after their clinical appointment to share any concerns they may have about living with sight loss in a safe space. The service is open to all patients of the PAEP, regardless of where they live.

Patient Support Workers are able to offer support with:

- Information on different eye conditions and the impact these may have on an individual's vision
- Emotional support and a listening ear for any worries or concerns an individual may have about living with sight loss
- Visual strategies: hints and tips on how an individual can use their remaining vision to aid reading and navigation
- Low Vision Support: advice on magnification, positioning and environmental changes to help with reading
- Demonstration of simple aids and equipment to help make day to day tasks easier
- Advice on assistive technology, making devices accessible (computers, smartphones and tablets) and demonstration of helpful apps
- Access to peer support and free self-management courses
- Education and employment support
- Information on benefits and entitlements and referral to welfare rights services
- Direct referral into Rehabilitation and Mobility Services provided by Sight Scotland
- Direct referral into Social Work Locality Teams
- Referral and signposting to other local and national services
- Support for carers
- Assistance with registration as Sight Impaired or Severely Sight Impaired (partially sighted or blind)

Patients who have an eye clinic appointment can drop in to speak to a member of our team on the third floor from Monday to Friday, 9:30am-4pm. If patients do not have an eye clinic appointment and wish to speak to the team please phone on 0131 378 1874.