



MySight York Impact Report

MySight York

live well with sight loss



The following impact report consists of qualitative data retrieved by University of York Psychology students through interviews of current clients of MySight York.

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About MySight York



MySight York is a dedicated, member led charity who support approximately 1700 visually impaired individuals in the York area. Their aim is to help people living with sight loss to make confident choices about their lives, building independence and a significant support network.

Impact of sight loss

Impact on mental health

Living with sight loss severely impacts one's mental health, often causing anxiety, depression and social isolation due to lost independence and significant changes to everyday life.

"I was in a dark place. There are so many things that you take for granted when you can see"

"[It] was pretty much instantaneous. I've gone from working to not being able to"

Barriers to work

Unemployment affects 3 in 4 people with sight loss. This is often due to factors including employer attitudes, inaccessible processes and equipment, and physical challenges in the workplace, significantly impacting their career.

Impact on mobility

Mobility for people living with sight loss is significantly impacted by environmental barriers and psychological factors which often result in reduced independence, increased fall risks, and a preference for staying at home.

"It's very frustrating because it does take away my independence, because it really did mean I have to rely on other people."

MySight York - Pathway to Support

Diagnosis/Registration

Client is diagnosed with sight loss or formally registered as sight impaired.

Eye Clinic Liaison Officer (ECLO)

Client meets the ECLO through the Sight Support Service at York Hospital.

Referred to MySight York

The ECLO will provide the client with support and aid in registration. The ECLO will then refer the client to MySight York, if appropriate.

Equipment & Information Centre

Client meets MySight York's Sight Loss Advisors, who will help provide equipment they may use to support their condition.

Activities and Services

After this initial appointment, the client will be able to try out equipment, and access a wide variety of activities and services such as befriending and counselling.



Eye Clinic Liaison Officer

Sight support service at York Hospital Eye Clinic run by Helen Flett assists with:

- Understanding the diagnosis
- Managing the emotional impact
- Certification and registration
- Confidence and independence
- Daily tasks such as reading, cooking etc
- Getting about safely
- Employment and benefits

“It has made life easier”

“A passport to success”

Helen Flett has directed 524 individuals to MySight York in the past year.



Equipment and Information Services



MySight York's Equipment and Information Service offers advice and support to manage the day to day challenges of living with sight loss. This includes their large demonstration centre where they have a huge range of equipment to try out. The service has been accessed by 1,789 individuals either in person or through the phone.



Within this service, a variety of equipment is readily available for demonstration such as:

- lighting
- magnifiers
- clocks and watches
- pens and large print stationery
- telephones
- audio equipment
- sunglasses and overshields
- kitchen equipment
- digital technology

Input from clients



“Helps explore a variety of equipment
Even the simplest things help - “putting the
tape around this, this walking stick. It's very
useful to me”

“It's helped me get through day to day!”



“I've been through all the equipment that is
available for people that are sighted and or
sight impaired and there is some really
good excellent equipment”

“It's great here, because you can borrow it
and do what you like”



Activities at MySight York



MySight York offers a variety of activities throughout the week, providing an opportunity to connect with others and build community. These sessions are aimed to be accessible and inclusive to encourage a focus on both physical and mental wellbeing, encouraging independence and learning. MySight York had 1,772 attendances across all groups in the last year.



Accessible Board Games

Run by the Accessible Board Games Group consisting of MySight York volunteers. A variety of activities such as accessible dominos, cards, chess, and many more.

Balance and Chair Exercise

Run by an Xercise Fitness Haxby instructor, these sessions involve easy-to-follow routines. This is a welcoming and friendly group, supported by MySight York volunteers.

Knit and Natter

A knitting group at MySight York that is run by volunteers, encouraging friendly chats and knitting skills of any level!



"I mean, tennis, it's just... it's just fantastic. It's just so good."

VI Tennis and VI Golf

Run by a qualified coach from the York Disability Tennis Network and York Golf Club respectively, minor adjustments are implemented to make the sports accessible!

Cuppa and a Chorus

Hosted by the National Centre for Early Music, this monthly activity provides a space to sing and chat with others.

Chair Tai Chi

Chair based with optional incremental standing, this weekly activity is supported by MySight York volunteers for an engaging and community-based exercise session!

"I always feel relaxed when I do Tai Chi and I do exercises at home as well!"

Audio Book Group

For any book lovers, a book is provided in an accessible format, consisting of engaging group discussions on a fun new novel every month.

"Everybody I see here is...you know, kind of... Marvelous, really, you know?"

Telephone Quiz

Every last Friday of the month, the telephone quiz is a fun way to spend time and make friends in MySight York. No prizes included, but a grand time!

Further insight from our members:

Run by a qualified coach from the York Disability Tennis Network, VI Tennis sessions include minor adjustments which are implemented to make the sports accessible!



“We are so good now that we won last year's tournament.”

VI Tennis is run by an LTA coach and has MySight York volunteers to assist with sighted guiding, picking up the balls, etc.

MySight York have also taught their members how to get the bus for the first time, so they can get to and from the University of York which is where tennis is run.

“I've met some lovely people, and everybody is so helpful”

Support Groups:

Esme's Friends

This support group, both done face to face and telephone, provides a safe space for anyone that experiences visual hallucinations due to sight loss (also known as Charles Bonnet Syndrome).

“To be able to talk there at MySight to other people, and realize it's not you, though (...) To have people to talk to, it's a big help”



Telephone Discussion Group

This social discussion group consists of a range of topics such as history and current affairs, and exciting guest speakers. These sessions alternate every other month.

YorView Newsletter

MySight York publish an informative quarterly newsletter. The newsletters encompass current events, opportunities for support and important updates pertaining to the charity and the sight loss community.

Newsletters are delivered to around 1,500 blind and partially sighted people in their preferred format - Large Print, Audio CD, Audio USB, Braille, Email, via the Alexa app or on the MySight York website.

Befriending



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Whether it be in person or through telephone, this free service allows the opportunity to make friends and gain support from our lovely volunteers! Home visits are also allowed if residents are within the City of York Council boundary.

Home Visiting

This service provides free, one-to-one support and friendship to people living with sight loss. Volunteers can visit someone in their own home, or garden, or support them to get out and about.

Over The Phone - Keeping In Touch

MySight York volunteers provide a telephoned based befriending service. Volunteers phone their clients either weekly, fortnightly or monthly for a friendly chat to help reduce feelings of loneliness and isolation. This service is open to residents living in York and the surrounding area.





PH - Glaucoma

PH lost the majority of his sight 5 years ago and met Helen Flett a couple of years ago during one of his appointments at York Hospital. Soon after, he got a phone call from Deb and was asked if he wanted to visit MySight York.

Since being introduced to MySight York, he has taken part in several activities including tennis, tech classes and the monthly telephone discussions.

PH loves VI Tennis and was one of the players who won the tournament in 2025.

"I don't want them to change. It's just brilliant. So, the more it carries on like this, the better."

"They just need to carry on doing what they're doing. And I hope they can, and I hope they can get some more funding to go forward."

He was also invited to take part in the York Talking News (free monthly audio news magazine) and for the last 6 months has been going to the studio and recording a 5-minute piece for them to broadcast as a podcast to hear from a blind person's perspective.

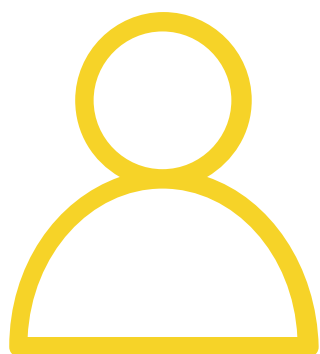
PA - Dendritic Ulcers

PA has had dendritic ulcers since age 17. After a serious flare up at age 82, P had a corneal graft that didn't work and had to go to Leeds to get another one. Before the operation, PA lost her eye after it was hit with a car door.



"It's given me confidence, 100%, that I'm not a person with a disability, really."

PA heard about MySight York during her appointment in York and at Specsavers and eventually decided to go. Since then, she has never had any issues getting support, even outside MySight York, because they have all the information she needs "at their fingertips"



J - Detached Retina

J started losing his eyesight in 2013 from a detached retina. He first heard about MySight York from a doctor at the hospital and got in contact with them a few years ago.

J mostly uses the E&I centre which has made his life a lot easier through the use of talking clocks, watches and meta glasses. In the last month, he has also started the befriending service which he has found really helpful.

"They've taught me bits and pieces I would never know about and would never thought about, and they've been really good."

JC - Retinitis Pigmentosa (RP)

JC has retinitis pigmentosa and his sight has been diminishing for the last 50 years. His previous guide dog died 3 years ago and JC has been finding things much more difficult whilst he has been waiting for a new one.



“They're very dear, and they're very precious, and we mustn't lose them under any circumstances”

He recently made an appointment with MySight York after hearing about them in Malton and being told he might find their ‘technical stuff’ useful.

After meeting Bex, he was put in touch with a tech buddy who told him about the many different types of technology.

“MySight York has made me more positive, because [they've] helped me. And put me in touch with things that assist.”

“[MySight York] should be everywhere”

His tech buddy showed him meta Ray Ban glasses which he thought were wonderful and he is now waiting for his own pair to arrive.

MySight York
live well with sight loss



UNIVERSITY
of York

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