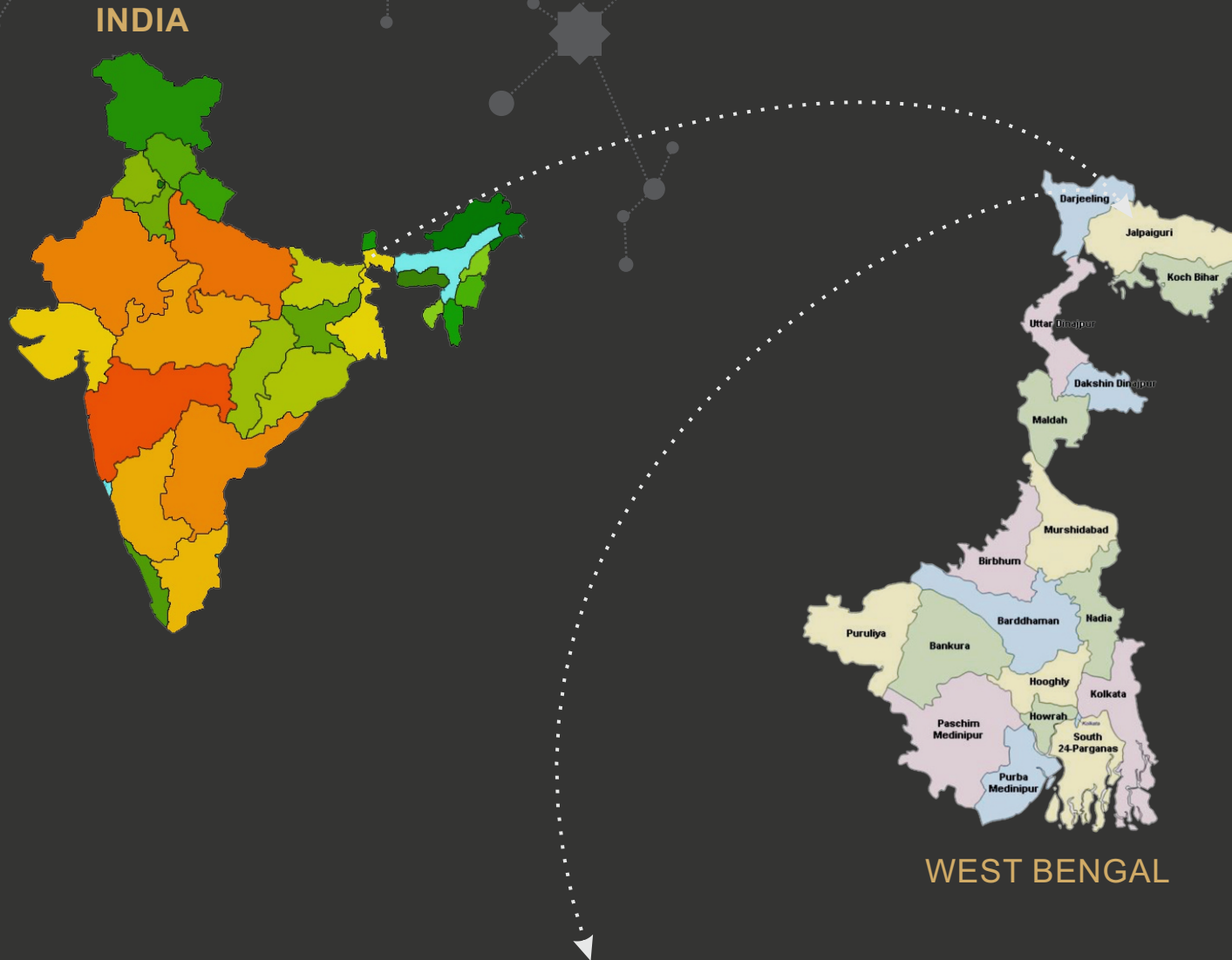




**SILIGURI GREATER
LIONS EYE HOSPITAL**

ANNUAL REPORT 2018-19



call us on (0353) 2543457 / 2543301
follow us on <https://www.facebook.com/lionseyehospitalsiliguri>

**Siliguri Greater Lions
Eye Hospital**
2nd Mile, Behind Vishal Cinema
Sevoke Road, Siliguri - 734 002
West Bengal, India

✉ sgleh@greaterlions.org

🌐 www.greaterlions.org

**Siliguri Greater Lions Shri
VidyaSagar Oswal Eye Hospital**
Kartua, Mohanvita, N. H. 31D
Opp. Dabur Factory, Jalpaiguri - 735 135
West Bengal, India

☎ Helpline 97333 00090



Super Speciality
Affordable Eye Care



24 Hrs Emergency
Assistance



Trusted Doctors &
Health Care Staff

OUR SATELLITE CENTERS (VISION CENTRES)

BAGDOGRA : Lions Club of Bagdogra, Near Upper Bagdogra G.P. Office; **ISLAMPUR** : Inside New Bus Stand; Islampur; **BIRPARA** : Lions Club of Birpara; Lanka Para Road, Birpara; **BANARHAT** : Lions Club of Banarhat, Dharmashala Road; **RAJGANJ** : Chowdhary Bhawan, Rajganj Bazar; **MALBAZAR** : Lions Club of Mal, Opp. Mal Head Post Office, Malbazar; **KANKI** : Shri Krishna Avtar Baba Ramdev Mandir Trust, P.O.- Kanki, Dist. Uttar Dinajpur; **DEVINAGAR** : Bakultala More, Dabgram-II; **DOMOHANA** : AJK Market, Rasakhowa Road; **UTTAR LATABARI** : Uttar Latabari RH, Kalchini Block; **MIRIK** : Sital Nagar, Beside Mandir Gas Agency; **GHOOM** : Sinchel Market, H. C. Road; **NAGRAKATA** : Near Central Bank, P.O.- Nagrakata, Dist. Jalpaiguri; **SAMUKTALA** : Samuktala PHC, Opp. Samuktala Bazar; **RAIGANJ** : Sudarshanpur, Near Sarada English School, Raiganj; **Maynaguri** : Bejoli Sangho, Durgabari More, Maynaguri; **Mathabhanga** : Ward No.8, P.O.- Mathabhanga, Dist. Cooch Behar; **Shibmandir** : Swami Vivekananda Sarani, P.O.- Kadamtala, Dist. Darjeeling;



› Broader Objective

SGLEH aims to become a Centre of Excellence in eye care in Eastern region of India. With the already existing tertiary eye care centre it has now come up with a unit 2 state of art speciality eye care centre which is also the biggest Lions Club International project in India towards eye care which would cater to the populations of entire North Bengal, Sikkim, North East and the countries of Nepal, Bangladesh, and Bhutan. The new hospital is strategically located at a major transit road junction giving increased accessibility to the North Eastern region with the aim to cater to a larger audience in preventing avoidable blindness and stand up as a role model in the eye care sector of the country. Following are few important objectives for achieving its long-term goal:

Develop as a Master Training Organization in the region coming up as a Research based, Learning and Training Centre to commence various short and long-term training courses to build capacity of ophthalmic and paramedical personnel and eye hospitals in the Eastern Region. The organization also plans to provide short term trainings, Seminars, Workshop and help in capacity building of other eye health care support professionals in the region through a robust training methodology imparted by a highly skilled trainer workforce. The organization also run training programmes dedicated towards rural youth providing them basic eye testing skills and helping them open their own Optical shop acting as a reagent in the society towards better eye care through referral and early diagnosis.

Expand eye care service delivery to the population affordable quality eye care par excellence. Create accessible space reaching under-served areas through improving and upscaling the Outreach activities. Creating networks and bringing in community stakeholders both formal and informal to instigate synergy in information dissemination,

induce participatory behavior to reach to them who are yet unreached in preventing avoidable blindness. Set-up new secondary eye care Vision Centres to increase the uptake and reach to major settlements in the region where access to eye care is grim and accelerated amount of ignorance keeps eye care left out in their behaviour.

Continuously upscale full-fledged specialty departments Including – Vitreo Retina, Paediatric Eye Care, Low Vision, Cornea, Oculoplasty and Glaucoma through continuous training, capacity building of doctors and staff, bringing in faster and more accurate equipments to ease the eye care processes.

Initiate qualitative, clinical and operational research on various eye care related issues for improving uptake of eye care services and establish an online eye care research portal which can cater as an opensource information centre and would translate field information and experience into valuable primary source research materials, training manuals, online questionnaire and e-learning modules. Develop high quality education material to create awareness through various dissemination mediums.



Unit I: Foundation Stone laying ceremony, June 1981



Unit II: Foundation Stone laying ceremony, September 2015

our mission:

“Committed to provide excellent, affordable eye care services through dedicated team work and making it accessible to all in Eastern part of India”.

our vision:

“To be Centre of Excellence in providing quality eye care services for

our capacity:

Siliguri Greater Lions has a family of 260 staff members including Doctors, Nurses, Optometrists, Administrative and dedicated Training staff. The organization also has a robust outreach field staff, and Vision centre staff that makes intercepting people working across the country with 80% women staff. It has an infrastructural presence with a fully-fledged super speciality Tertiary eye care centre in Siliguri with Vision centre and Outreach network spread all across North Bengal districts of Darjeeling, Jalpaiguri, Uttar Dinajpur, Cooch Behar.

Eye Hospital Committee 2018-19

Chairman : Lion Gurucharan Singh Hora

Co-Chairman :

i) Lion Binay Amrit Mundra (Unit I)

ii) Lion Rajesh Agarwal (Unit II)

Administrative Overall :

Lion Gurucharan Singh Hora

a. Asset Management / Maintenance :

i) Lion B. S. Barmi, ii) Lion Prem Kumar

Agarwal, iii) Lion Rakesh Agarwal

b. Marketing / Promotion :

i) Lion Suresh Sinhal, ii) Lion Karan Bajla

c. H. R. Management :

i) Lion Mahendra Prasad Bansal,

ii) Lion Narendra Kumar Agarwal

d. Govt. Liaison :

i) Lion Dr. R. K. Agarwal, ii) Lion Bipin

Behari Gupta, iii) Lion Deepak Bajla

Services Overall :

Lion Pramod Kumar Shah

a. Outreach / Vision Centre / Eye Mitra :

i) Lion Sukrit Kumar Mitra, ii) Lion

Promode Garg, iii) Lion Ashish Chandra

Paul, iv) Lion Vinay Bajaj, v) Lion Pakesh

Kumar

b. Optical / Pharmacy :

i) Lion Bharat Changia, ii) Lion Sunil

Kumar Singhal, iii) Lion Vivek Agarwal,

Youth, iv) Lion Umesh Chandra Prasad,

v) Lion Nand Kishor Gidra

c. IPD / OPD / Eye Bank / Camteen :

i) Lion Vikash Bansal, ii) Lion Deepak

Mansingka, iii) Lion Sumit Singhal, Youth

Finance Overall :

Lion Prakash Chandra Maskara

a. Fund Raising / Donor's Relationship :

i) Lion Praveen Jhavar, ii) Lion Uttam

Goyal, iii) Lion G. P. Toshniwal, iv) Lion

Binay Agarwal, Youth, v) Lion Naresh

Agarwal

b. Accounts :

i) Lion P. L. Kedia, ii) Lion Ramesh

Agarwal, iii) Sarabjit Singh Hora, iv) Lion

Pratik Agarwal, Youth

Ex-Officio - President : Lion Bishnu Kedia

Ex-Officio - Secretary : Lion Dilip Agarwal

Foreword



When I took office as Chairman of Siliguri Greater Lions Eye Hospital on July 1, 2017 our principle objective was to add value through quality upgradation, taking the services at par to any eye care institution, available to everyone in the region at the affordable price and building trust of being a super speciality Eye Care and Training Institute. We took many steps towards this direction including recruitment of a highly skilled team of young professionals led by CEO, a team who had a new outlook that brought a paradigm shift into making patient experience at the hospital smooth and memorable. In the past year we put extra efforts in creating systems at the hospital which formalised patient interaction with our health care staff, initiated strategic infrastructural and design changes that weaved together patient visual experience with what the hospital is offering through OPD and IPD services.

We also focused on expansion and quality improvement in outreach activity with a much competitive which lead to the opening of 4 more Vision Centres making total 18 and expanded Eye Mitra Program ensuring the reach of the organisation to remote corners of the region. We could get support of Government Health and Education Departments in School Eye Health Program. Our outreach program included Vision check up for Truckers on the highway.

These actions led to the clear demarcation of Outreach activities from the Hospital paid services keeping them distinctly separated. we also focussed on hospital process streamlining, revamping of all hospital documentation including prescription/ letterhead/ Patient medical file/ various information leaflets and display across all platforms in the hospital. We strategised towards being identified a hospital with the best talent pool of Doctors from across the country bringing best brains from nationally renowned Gauhati Medical College, HV Desai Pune, BHU Banaras, AIIMS Delhi, AMU Aligarh, NIO Pune etc.

During this period the new unit 2 of the hospital became functional meeting our commitment of catering 80% of its services for free at this unit. This slowly shifted the community service load from the Unit 1 hospital helping us to put more focus on paid service delivery. The opening of the new training centre at the unit 2 brought in resource for paramedicals and doctors in the eye care arena.

We could conduct 14,000+ surgeries exhibiting 10% continuous growth in OPD walk-ins and IPD services. Infrastructure became ready to take challenge of increasing number of annual surgeries to 20,000. New team lead by PDG P C Maskara has begun working in the direction to reach the target.

Pushing strong towards creating a new image of the Hospital, among the hospital fraternity and National Government and non-governmental functionaries we were able to bring in and host national level programmes of Lions Sight First Conclave. The national conclave brought together 63+ Lions Club Hospitals from across the country with international NGOs and government reagents working collectively in sharing knowledge and making eye care accessible to everyone and everywhere. The conclave was a grand success with the highest attendance of Lions Eye Hospital delegates in any Conclave across India ever.

Through our consistent efforts we could bring the hosting of Vision 2020 national conclave in its resolution year of 2020 to Siliguri. The report in this annual document shows our consistent steps in creating the organization as we see it today. I wish you a good read.

Lion G. S. Hora
Chairman, SGLEH



A 360 DEGREE APPROACH Bringing Inclusiveness In Services, Ensuring Access

Unit 1 & Unit 2 Hospital

- Unit 1 - Tertiary super specialty eye care centre with 80 Bed and 3 Operation theatres.
- Unit 2 – Tertiary Super specialty eye care centre with 100 Bed and 4 operation theatres.
- Base to which all other programmes cater towards.

Dedicated Training Department

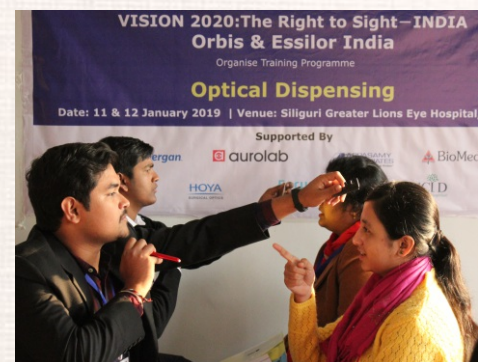
- Diploma in Optometry
- Vision Technician Course
- Ophthalmic Assistant Programme
- Eye Mitra Livelihood development programme
- Programme Evaluation and Research
- Capacity building of staff through various short term trainings

Outreach Programme

- 17 Vision Centres working as permanent Primary eye care centre
- Robust Outreach team reaching to the remote rural and sub-urban pockets.
- Daily screening and speciality camps to early interception.
- Mobilizing formal and informal agents of change to sensitize and ensure reach into the community.
- Network and advocacy for synergy building in prompt response when a

Media Communication

- Ensure information, education dissemination to the targeted population according to the programme.
- Include direct engagement through Outreach and Local media to promote and create an ethical brand image of the institution.





Preventing Avoidable Blindness In India's North East

Cataract being the principle reason for 80% avoidable blindness has been always the focus area for the Hospital. To reach the widening gap of increasing Cataract caused blindness in North Bengal the Hospital has been a pioneer in bringing accessibility and reach to the thriving population meeting it with best available technology and human care.

Cataract is still the reason for 80% of the avoidable blindness cases in India. Despite of being heavily funded and promoted by the Government in a developing nation like India Cataract still continues to lurk under the shadow of ignorance, scarce Government infrastructure and health worker skill set makes its access to every individual especially people coming from limited backgrounds and far flung regions difficult, overlooked and ignored. This resulted in creating a social prejudice where quality treatment is limited to only the privileged section of the society.

To address the same and make quality eye care accessible to all in 1998 for the first time in North Bengal Phaco Surgery was introduced by the hospital providing quality, least invasive cataract surgery that made discharge from the hospital on the same day possible. With time the hospital not only became a Centre of excellence but, for most

eye surgeons in the region it was the stepping stone to begin with their career, imbibe in them the spirit of service and meet community challenges to cater quality services to the people from vivid economic backgrounds.

With time the hospital became the most major contributor to the government health functionaries in North Bengal help meeting our joint commitment in making North Bengal free of avoidable blindness. With support, close coordination and network building the organization has played principle role in the capacity building of government health systems including skill sharing with the Government health workers, and technology infrastructure development. Being Cataract the leading cause to avoidable blindness Siliguri Greater Lions Eye Hospital(SGLEH) uses it's robust outreach networks and strong referral mechanisms to intercept the person suffering with Cataract through various formal and informal agencies and bring them

under the umbrella of holistic treatment. Today, the hospital conducted more than 12,717 cataract surgeries alone in the year 2018-2019 contributing towards the Vision 2020 goal of creating avoidable blindness free North Eastern India. Along with the specialized machine operated Phaco and Micro Phaco surgeries, the traditional Small Incision Cataract Surgery is also performed at the hospital. At the hospital the competitive counselling staff with direct instructions from the Doctor briefs on the specialized Intra-Ocular lenses and the procedure of the surgery to each patient understanding their requirement of care hence ensuring personalized support to suit to their specific needs and health conditions. The hospital has super specialty phaco and micro-phaco instruments with a highly skilled team of Doctors and Hospital Health Staff to support during pre and post-operative procedures and care. To facilitate the process and bring staff on one single platform continuous internal training are conducted to keep them abreast to the best practice in the field and exchange learnings to improve overall service delivery.

Inferences 2018-19

- 12,717** Cataract surgeries conducted
- 246** Children were diagnosed with congenital and developmental Cataract who underwent surgery
- 68%** Surgeries conducted free reaching to the unreached population of North Bengal
- 81%** Of the patients who received free treatment suffered Cataract silently without ever trying to access eye care
- 119** Villages declared avoidable blindness free through rigorous outreach interception at the grass root.

Ignorance Can Reach To Anyone

Sudha Sharma is one of our ambassador who explains how much still social stigmas act as barrier in accessing health care especially eye care to even people coming from privileged families including herself and advocates for having informed decision towards early eye care.

Sudha Sharma visits Siliguri often in her leisure time. Settled in South India she is an Ex-Principal of a Convent school and has molded many children into able men and women. When she suddenly faced problem in vision due to general conjunctivitis and came to us for treatment, she was also diagnosed with mature stage of Cataract as the principle reason for her vision loss. As an empowered women she could not believe when people around her equally educated and empowered suggested her that Cataract can be cured by eye drops, or Cataract of eye for women always causes 50% loss of vision. She also heard that Yoga can treat Cataract. Her experience at the hospital put her out of all her worries. Dr. Arup Kumar Das his Ophthalmologist and Chief Medical Officer at the hospital stressed a lot in explaining her the entire procedure and addressed her worries and fear and Sudha decided to undergo the surgery the very next day. After undergoing thorough Diagnostic test she underwent for MicroPhaco Surgery of her eye. She explains her experience at the hospital as empathetic, with every staff concerned personally of her health and keeping her well aware of her development which she gives credit to for her ease in choice and early recovery. She today is one of our ambassador who explains how much still social stigmas act as barrier in accessing health care especially eye care to even people coming from privileged families including herself and advocates for having informed decision towards early eye care.





> Only Child Eye Care Centre

50% of the visual impairment in children is completely treatable but requires early intervention and diagnosis as with age impairment children is completely treatable but requires early intervention and diagnosis as with age impairment.

SGLEH gives special attention to kids eye care and have a dedicated Child eye care centre, the only eye care centre in North Bengal. The space ensures a playful friendly area where they could experience an interactive and engaging atmosphere while undergoing treatment. The process eases a child and takes out the fear in them that they experience in front of a Doctor and hence facilitating the treatment.

One of the most important part of the screening process is on job observation of the Optometry Interns with a Senior Optometrist. On job participation does not only provides better clarity, learn better but also help you involve with the patient, and act as a bridge creating awareness, sensitizing the parent on the importance of probing to early diagnose and bring a child for treatment. This overall helps these future health care professionals to ingrain empathy and support towards the patient.

"Here, our Senior Optometrist Monalisa Saha

Chakraborty is counselling a father whose child child was suffering with acute eye macular degeneration due to malnutrition of her mother during pregnancy which resulted in child's stunted growth."

We in health care bear the responsibility to not only provide treatment but also necessary thrust to create right kind of awareness in the society. 50% of the visual impairment in children is completely treatable but requires early intervention and diagnosis as with age impairment and difficulty in vision due to amblyopia matures and becomes untreatable.

Only in the year 2018 – 19 more than 9000+ children were brought under the hospital umbrella care and where provided with necessary information, comprehensive screening including both invasive and non-invasive surgical aid. With growing responsibilities crucial inclusions where made at policy level with the introduction of Child Safeguarding Policy at the hospital in the year 2018-2019 and immediately implemented to ensure better safety and care to the children and the handler within the hospital premises.

SGLEH gives special attention to kids eye care and have a dedicated Child eye care centre, the only eye care centre in North Bengal. The space ensures a playful friendly area where they could experience an interactive and engaging atmosphere while undergoing treatment. The process eases a child and takes out the fear in them that they experience in front of a Doctor and hence facilitating the treatment.

Diagnosing visual impairment at an early age is a must, as most of the eye ailments matures and is harder to treat after age 7. Children are unable to express their emotions or do not understand if the physical condition they are experiencing is normal as they haven't seen the other side of their health. It is hence important in case of children for early eye check-up to ensure that he/she is not suffering with any congenital eye condition including cataract or amblyopia. 50% of the visual impairment in or amblyopia.

Inferences 2018-19

- 8,596** Number of children screened (including patient walk and outpatient at vision centres)
- 86** Number of paediatric eye surgery (cataract, squint, pterygium etc.)
- 40%** Among the children with refractive error were found to be myopic
- 60%** Children were found suffering with astigmatism

○ A Promise To Never Deny Early Access To Treatment

Vivek is now 11 years old. His friends always made fun of him for his eye condition "squint" but also placed a bet asking Vivek that if he recovers back to normal they would give him a treat of Sweets. Our conversation with Vivek started on this candid note. Vivek didn't had squint since birth. But, his condition developed later at the age of 4 when his left eye muscles gradually weakened resulting it to dive deep towards the nose. But, gradually with age both of his eye developed the same condition.

Radhe Shyam Yadav his father is a hard working young man working at Torrent Pharmaceuticals near Singtham, Sikkim who ignored his wife's continuous urge and worried inquiry to look into their son's eye condition. It was not late when Radhe Shyam first noticed the condition and panicked. Together, both the parent brought their son to the local health facility but to no avail of treatment. There seeking for better treatment took them to their home town in Baliya, Uttar Pradesh where the Doctor suggested regular eye exercise, yoga and patching to strengthen his weak eye muscles.

With constant visit to Baliya, yet unchanging eye condition Radhe Shyam and Manju started loosing hope when his friend Madan Lal who owns a Pan Shop in Singtham invited them to see his daughter who was suffering with the same condition and underwent surgery at our hospital. Seeing her completely recovered changed his mind/ doubts and Radhe Shyam brought Vivek to us with the hope of a cure.

Here at the hospital our Paediatric eye specialist Dr. Nitu Khadse conducted a thorough eye check-up & advised Radhe Shyam that the degree of Squint with which Vivek is suffering needs a surgery. Squint is a condition were in 20% cases there is a recurrence after the surgery. After been informed Radhe Shyam said "Its better to opt for the cure than preventing treatment in fear of the odds" and Vivek underwent for Alternate Esotropic squint surgery.

He informed us that his friends bought him sweets when he went back home completely cured. While, leaving we received a promise from Vivek that he would study very well to make his parents proud. As it was their prompt action to access eye care and awareness to not deny treatment to Vivek is why he would play without being taunted or having a fear of tomorrow.





› A Fully Fledged Retina Eye Care Clinic

Interdepartmental referrals has been a key policy within the Hospital systems to ensure 360 degree of treatment loop to the patient without any hassle. When a patient is referred from one Dept. to another he/she do not have to pay for speciality services and Retina care separately.

The Retina Department at SGLEH works as an fully fledged independent department supporting the 360 degree eye care mission of the hospital. Once a patient is received at General Ophthalmology he/she does not have to worry about the speciality where the patient would further be referred to. Through direct OPD intake and internal referrals the Dept. receives more than 6,000 patients annually and 1400+ retina procedures are conducted annually at the hospital. The hospital over the time has also excelled in bringing awareness on Diabetic Retinopathy and it's effect on Retina if the ailment is neglected or if the diagnosis is not made early to avail early treatment to the patient. With time the hospital has really excelled in the area of Retinal treatment and has been crucial in providing quality yet affordable eye care to the masses

► Inferences 2018-19

- 6,098** Number of persons were screened and diagnosed with retina related ailments
- 363** Number of retina surgeries
- 80** Walk-in to the Retina OPD everyday where speciality treatment is provided to all age groups and gender
- 1175** Intra Vitreal Injections and Laser procedure conducted

in North Bengal.

With the emerging awareness in ROP treatment and increasing prevalence of ROP cases in North Bengal, the Dept. gives special focus on Retinopathy Of Prematurity(ROP) including creating awareness on the same. A full gestation period of a human baby is 280 days or 40 weeks. But, when a child is born before the period of full gestation is called Premature birth and is susceptible by 2.3% to Retinopathy of Prematurity (ROP) an eye disease due to incomplete development and hence abnormal blood vessels to grow in the retina, which can lead to blindness. These vessels tend to leak or bleed, leading to scarring of the retina, the layer of nerve tissue in the eye that lets us see. When the scars shrink, they pull on the retina, detaching it from the back of the eye. Because the retina is a vital part of vision, its detachment will cause blindness. ROP has no signs or symptoms when it first develops in a newborn. The only way to detect it is through an eye exam by an Ophthalmologist. Here, with interdepartmental reference from our Paediatric Specialist Dr. Nitu Khadse, Vitreo Retina Surgeon Dr. Sandeep Anjankari s undergoing ROP check-up of both the eyes. Luckily, this child was fine because her parents were aware enough to bring her to comprehensive check-up immediately.

When a child is born before the period of full gestation is called Premature birth, is susceptible by 2.3% to Retinopathy of Prematurity (ROP). ROP has no signs or symptoms when it develops in a newborn. The only way to detect it is through an eye exam by an Ophthalmologist.

The department is spearheaded by a highly skilled and trained Doctor and staff with Vitreo Retina specialization, counsellor and nurses. The Patients are individually followed up according to the history recorded in the software used by SGLEH , keeping in mind that timely prevention of the disease through expert care and specific procedures can be helpful in avoiding blindness. The department excels in dealing with Retina trauma care and is proficiently dealing with critical to critical cases every day.



Controlling One's Own Life



Pampa Dey is 36 years old and is a mother of two. Being married at a very young age of 21, and with a life partner who respected her will and freedom of expression Pampa only grew as an aware, and independent women having complete control over her own life and decisions. With her husband to her support Pampa could today seek medical help and come on her own without any assistance or escort which is often imposed on women.

Pampa was diagnosed with a rare condition, Marfan syndrome that mainly affected her vision giving birth to multiple eye conditions including low vision and subluxation of the lens since childhood. But due to unavailability of medical help and limited resources her parents could only provide her treatment in the form of Spectacles. Life was well when last year she started seeing everything yellow, with increased mobile eyeballs or fluctuation of vision, impaired accommodation and high astigmatism.

At the hospital our Vitreo Retina Specialist Dr. Sandeep Anjankar took her case with responsibility and was determined that Pampa's spirit may never see a new low. She was diagnosed with Retinal Detachment, with Nucleus Drop in the right eye(Lens drop inside the vitreous) and there was minimal chances of her complete recovery. Under careful care and treatment of Dr. Sandeep Anjankar she not only recovered her vision but also became an inspiration to many in her region advocating for early access to treatment and increased participatory behavior in encouraging women inside family and in the society to access health care without delay.

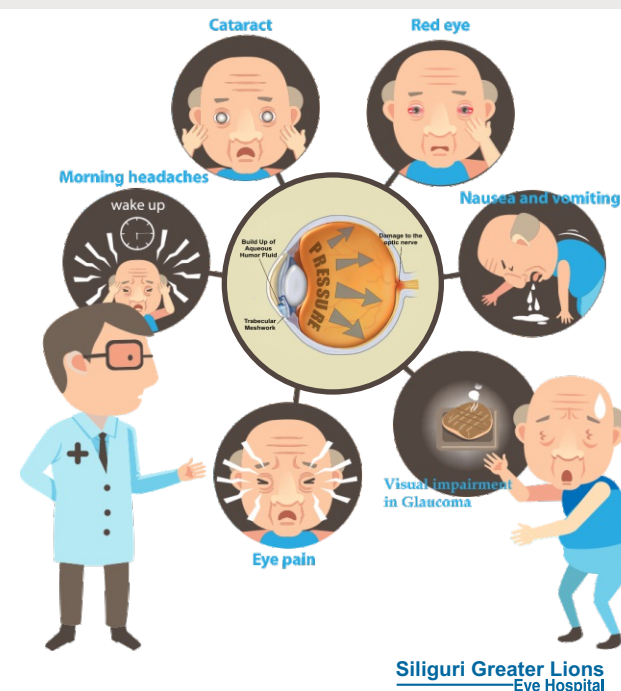


› Specialising In Glaucoma Care

Glaucoma is a blinding disease with progressive irreversible damage to optic nerve due to an increased pressure within the eye. The Hospital has the best Glaucoma Surgeon in North Bengal Dr. Kishore Paul who is also the Chief Medical Officer of Unit 2 Siliguri Greater Lions Shri Vidyasagar Oswal Eye hospital. Glaucoma care may require an applanation tonometry test if the doctor suspect you may be at risk of glaucoma or "Kala Motia". Patients to be found more susceptible to Glaucoma are diagnosed with increased pressure in the eye, a family history of the condition, migraines, high blood pressure, and obesity.

Use Of Information Technology

Including Glaucoma awareness into our Online Campaign the hospital did a series from early detection, symptoms, causes and treatment through an infographic which was first of its kind in the region. The promotion of cause through Online medium have increased our reach to the age group who would decide of the course of health care in the region tomorrow. The access to information technology also ensures it reaches maximum to the decision making population of the region opening an engagement platform for everyone to directly interact and make informed decisions to the medical options available into Eye Care.



DID YOU KNOW ?

> On the basis of the available data, estimate suggests that there are approximately 11.2 million persons aged 40 years and older with glaucoma in India.

> Primary open angle glaucoma is estimated to affect 6.48 million persons. The estimated number with primary angle-closure glaucoma is 2.54 million. Those with any form of primary angle-closure disease could comprise 27.6 million persons.

> Most of those with disease are undetected and there exist major challenges in detecting and treating those with disease.

Prevention

- There is no known way to prevent glaucoma, but a healthy lifestyle can avoid its prevalence.



Regular Eye Check-Up



No Smoking



Regular Exercise

- Early Diagnosis leading to effective treatment and minimized vision loss.
- People with high risk to develop glaucoma, like older adults and individuals with diabetes should be tested twice every year after the age of 35.

Other Specialities

The Hospital provides other multiple speciality eye care services and has expanded its horizon to comprehensive eye specialities including Pterygium, Chalazion, Trabeculectomy, DCT & DCR, Excision Biopsy, Ectropion/Entropion corrections, Corneal tear repair, Penetrating Keratoplasty, Ptosis, and many other standard eye care procedures to more advanced trauma treatment and rehabilitation. It is its comprehensive spectrums of eye care which has helped it earn trust and undergo empanelment with Seema Suraksha Bal, BSF, Airport Authority Of India, West Bengal Government, BSNL, Sikkim Government etc. Our liasoning and strong networking with the District health authorities also brings reliability among our stakeholders towards our services.

Bringing Different Stakeholders Under One Umbrella

The hospital systems approaches eye care from different degree of access. Having facility to third party insurance makes quality eye care in reach of the middle class for whom arranging funds suddenly is difficult. The regular reputation building exercises of the organization with the empaneled organizations include carrying out comprehensive eye care camps at their office premises which keeps their trust of the organization and its services intact.

Safeguarding EyeSight Of Them Who Safeguards Our National Borders

Shree Kishan from Seema Suraksha Bal was totally blinded after a bullet pierced through his left eye. He was rushed to our hospital. At the hospital Dr. Rajiv Kumar took his treatment into priority and Shree Kishan went through emergency reparation surgery of the eye.

In the skilled hands of Ophthalmologist Dr. Rajiv Kumar not only did he recovered but also gained his complete vision of 6/6 back. As an organization thriving for excellence in eye care and making eye care accessible to all we conduct regular mass awareness campaigns empowering people with information on the requirement of early access to treatment and the importance of early treatment in case of a trauma. Because Shree Kishan was provided with treatment within 72 hours of injury is why his eye could be saved from deterioration ensuring his service to the country to continue. SGLEH is empanelled with SSB, BSF who have bestowed its trust on us.





Directly Engaging With The End Stakeholders Our Outreach Programme

Vision Centres helps us directly engage and reaching within the community was to be met and through various community stakeholders it was evident that outreach activities in the form of camps and other door to door sensitization measure can increase the foot fall of patients and health seeking behavior towards eye care into the masses. The outreach programme today is a fully fledged wing with 12 dedicated office staff and more than 200 informal and formal community change agents, influencers, institutions who help the organization in creating the programme sustainable and bring people under the umbrella of holistic eye care. The Outreach with support from Media communication works as a catering agent to the tertiary eye care unit and provides support to the vision centre in intercepting people from far flung areas and ensuring reach beyond the static boundaries of the hospital and the vision centres.

National Truckers Programme Launched In Siliguri

Vision centres play a vital role in making affordable Eye Care services accessible. Creating a system where early interception could be made reachable required a static body that could act as a contact centre to provide primary eye care consultation, and bring formal and informal stakeholders, community change agents, local actions groups and duty bearers to take an active role in intercepting the persons and bring them to eye care early. The centres also act as a contact to sensitize, train and engage people who may further replicate the process to end ignorance towards avoidable blindness and bring people to treatment before it is too late.

SGLEH today have 18 Vision centres spread across a region of 400 kms to intercept the patient and provide treatment earliest possible. Once intercepted if required the vision centre act as a referral station to the hospital where the patient receives specialized eye care at subsidized rates.

The Outreach programme especially targets to bring women to health care. Through various door-to-door sensitization measures, workshops with women only groups and including men to sensitize them to take equal onus and participation in bringing woman to health care. SGLEH has been able to create a safe space for women and help her become independent on her own to seek eye care. SGLEH believes once a woman is aware she can play a greater role in creating an aware space for the children and other family members, inculcate healthy habits and ensure better health and hygiene for the family.

Declaration of Blindness Free Villages in Islampur, Mirik and Ghoom

Efforts and constant lobbying for better well being have paid for in creating safer societies and safe spaces that have not only ensured increased accessibility but have created communities collectively blindness free. With Operation Eye Sight Universal and local government functionaries the Hospital declared 9 villages avoidable blindness free in Islampur and Uttar Dinajpur, on August 19th and 26th.

Only adding to the entourage more villages were included to the list of Blindness free in regions of Darjeeling with 6 villages in Mirik declared on 9th September and September 16th, including in Ghoom to competing in increases awareness and community partnership in making their villages blindness free with 5 villages declared on Sept 15th and 22nd.



Vidya Jyoti Teacher's Training Programme

Vidya Jyoti is a programme of the organization has implemented in the Jalpaiguri District with support from Sightsavers under MOU with the District Health authority. The programme within its first year of implementation attend to the eye care demands of 70,000+ children from Government schools. Extending quality in the eye screening process the programme also includes teacher in the process and empowers them to act consciously being aware and informed of how to ring the bell in accessing eye care towards students, children who look upon them as guardians. The Teacher training programme on July 7th brought together 16 teacher from across Jalpaiguri District who are also active as important community stakeholder and influencers in their school groups. The training programme sensitized them on Basic eye care, process to ensure early intervention through primary eye screening which the teacher can themselves conduct, simple Vision testing process and at the end discussed through a Question & Answer session on the various eye ailments, diseases that are prevalent according to age and sex. The programme also helped the teachers exchange ideas, experiences and ensured create networks in accessing eye care from the hospital in time.

The school eye health programme of the hospital has already reached to more than every school going children below the age of 14 across North Bengal where we have ensured preliminary Vision test and distributed more than 5000 spectacles directly reaching to the students. 80% of all eye ailments in children are treatable. So when are we reaching at to these school the first level of counselling is met, helping the hospital to sensitize and bring joint accountability in the peers, teachers and parents towards early care and interception for children eye care needs.



Inferences 2018-19

9,058 Number of children screened (including patient walk and outpatient at vision centres)

124 Number of paediatric eye surgery (cataract, squint, pterygium etc.)

40% Among the children with refractive error were found to be myopic

60% Children were found suffering with astigmatism



› Aiding The Local Health Governance With Permanent Primary Eye Care Centres Our Vision Centre Programme

Initiating Behavioral Change Among Masses Through Door-To-Door Survey Outreach And Meeting The Raised Demand Towards Accessing Better Eye Care Through Permanent Primary Eye Care Centres

Vision centres play a vital role in making affordable Eye Care services accessible. Creating a system where early interception could be made reachable required a static body that could act as a contact centre to provide primary eye care consultation, and bring formal and informal stakeholders, community change agents, local actions groups and duty bearers to take an active role in intercepting the persons and bring them to eye care early. The centres also act as a contact to sensitize, train and engage people who may further replicate the process to end ignorance towards avoidable blindness and bring people to treatment before it is too late. SGLEH today have 18 Vision centres spread across a region of 400 kms to intercept the patient and provide treatment earliest possible. Once intercepted if required the vision centre act as a referral station to the hospital where the patient receives specialized eye care at subsidized rates.

The Outreach programme with now a primary local Vision Centre base especially targets to bring women to health care. Through various door-to-door sensitization measures, workshops with women only groups and including men to sensitize them to take equal onus and participation in bringing women to health care. SGLEH has been able to create a safe space for women and help her become independent on her own to seek eye care. It encourages participatory behavior within the community between women to help each other in accessing eye care. SGLEH believes once a woman is aware she can play a greater role in creating an aware space for the children and other family members, inculcate healthy habits and ensure better health and hygiene for the family. Today, with the help of Vision Centre and a robust door to door survey mechanism the Hospital is able to provide preliminary screening to the needy patients bringing them to the Vision Centre. General eye ailments, Refractive error is treated while ailments requiring tertiary care are referred to the hospital free of cost.



Dedicated Training Department - Creating Skilled Eye Care Professionals <

With the opening of the new hospital the hospital today projects itself as a master training institution with a fully fledged and biggest training department running courses recognized by the state medical faculty of West Bengal and other professional autonomous courses. The department is largest in the region and have a highly skilled training staff under a dedicated position of Training Instructor who help in course design, documenting and imparting experience based learning in to the course content.

○ Use Of Information Technology

The hospital today have a student work force of more than 90 including interns. These students have made their informed choices in completing their (Photographs Diagnostic discussion) education from the hospital. These students have come from all across the country including from the country of Nepal and Bangladesh. The hospital takes special care and arranges careful provisions ensuring controlled knowledge transfer and participation of students in intense field experiences that may inculcate in them the spirit of service and empathy towards their patients. A robust training programme is hence designed to match both class room and on job participation in presence of a skilled senior practitioner or completely alone.

The hospital conducts more than 600 health care camps every year with the help of these young Optometrist working under a Senior health practitioner. Similarly, these students participate together examining each other and jointly discussing the procedure and the reports practicing complex diagnostic.





LIVELIHOOD DEVELOPMENT Empowering The Rural Youth Of North Bengal

Eye Mitra Opticians are bridging agents who help us create empowered and permanent human resources from within the grassroots where eye care services have yet not reached. Being members and representatives from within the community it gives the hospital greater penetration reaching to their homes create essential tools to facilitate behavioral transformation among the masses of North Bengal.

Eye Mitra is a project we have with support from Essilor India where under an elaborated programme the hospital intercepts rural youth especially from areas where eye care is still inaccessible and train them to become opticians with basic eye testing skills. After a training of 2 months and 10 month on job training under the project these Opticians are provided with basic seed amount to open their own Optical shop. With the number of Eye Mitra shops reaching to 50 now, these also work as ambassadors of the hospital intercepting a patient earliest possible and bringing them under the umbrella of holistic eye care services of the hospital. The Eye Mitras are local mobilizers who in regular intervals organize camps to ensure regular check-up and include health workers in the area to network towards better access to eye care services. The programme was started in 2016 and have already helped more than 100 rural youth to become self-sustainable having their own Optical Shop. The Annual meet helped us discuss challenges at the field, develop methods and tools to mitigate them and acknowledge the efforts made by the Eye Mitra Opticians in bringing people under the holistic umbrella of the hospital.



Eye Mitra Opticians are bridging agents who help us create empowered and permanent resources from within the grassroots where eye care services have yet not reached. Vision Centre and other outreach services though play an effective role but, with eye mitra opticians in place, mass migration of rural youth to cities has today been avoided providing them with ownership opportunity towards their own lives and the community they represents.

With provision of Camp support of trained Optometrist to the Eye Mitras, they have today become a force to reckon with in lobbying for community health care needs and act as our essential network in bringing the early intercepted for treatment at the base hospital. Being members and representatives from within the community it gives the hospital greater penetration reaching to their homes a create essential tools to facilitate behavioral transformation among the masses of North Bengal.

Inferences 2018-19

159 Eye Mitra opticians trained since inception in 2017

90 Total number of Shops opened jointly with support from SGLEH

68760 persons screened and provided with preliminary eye check-up

546 Number of Camps conducted only by Eye Mitra Opticians in their respective regions

Becoming A Wonder Woman

The urge to expand and reach to more people through compassion and service is the most fundamental instinct in every human being. Tapoti effortlessly says “I may never have weariness in me, to reach to my people”.

Tapoti Roy Bir belongs from the Rajbonshi community in which often daughters are married at a very early age. Thankfully coming from a caring family where though she was the first generation to complete higher secondary education; her parent made her complete her post graduation. But, soon after she was married. Being ambitious but equally caring towards family her husband understood her inner calling and helped her complete her B.ed. But, that was not all for Tapoti. Tapoti, would take care of her family, In-laws, educate her 9 years now old son, and then visit her husband's Pharmacy to participate help in his daily routine. Mrinal Roy Bir couldn't neglect the potential in Tapoti, as Tapoti once said to him that she wanted to become a nurse. Mrinal being working with development organizations knew the work of Siliguri Greater Lions Eye Hospital and through an another Eye Mitra optician came to know of the course. He insisted that Tapoti may take the course and this was just a beginning for Tapoti.

Today, a mother and a wife and a sister Tapoti is our star performer. We call her a wonder woman because she not only takes care of her family and of her husband's business but, together they conducted comprehensive eye screening camp across Methliganj and in districts of Alipurduar bringing more than 110 patients alone for cataract surgery from remote regions of North Bengal. Tapoti says that “I may never have weariness in me, to reach to my people”.



Organizing Paediatric Eye Symposium



On the occasion of the visit of world renowned Paediatric Ophthalmology Specialist Dr. Mihir Kothari, Mumbai the hospital organized a 5 day paediatric symposium from March 28th to April 4th. Under the programme a free pediatric eye check-up camp was organized at the hospital premises. Thorough sensitization and awareness activities were carried out at all Vision Centres and through other informal direct mediums of the Hospital to confirm that maximum parents could be sensitized in availing their children with best eye care services. Through the exercise, around 460 children were screened of which 27 children were intercepted and provided cure through surgical aid.

Inauguration of 15th and 16th Vision Centre At Maynaguri and Mathabhanga



The CSR arm of professional services company Cognizant has partnered with Operation Eyesight Universal, to support the hospital in Siliguri towards the establishment of primary eye care Vision Centers at Maynaguri and Mathabhanga, in Jalpaiguri and Coochbehar Districts of West Bengal. The 2 Vision centers were formally inaugurated on May 22, 2018.

The Vision Centers together covers a population of at least 100,000 people, and will examine over 8,200 patients and dispense over 500 pairs of eyeglasses annually.

Eye Mitra Performance Award at Essilor Agra Convention



Essilor organizes its yearly meet of all eye mitra opticians from various places of country, sponsored and felicitated by chief officials of Essilor International. The convention organized at Agra on May 10th, 5 Eye Mitra Opticians from Siliguri Greater Lions Eye Hospital were given award for their better performances. Eye Mitra Optician Milia Ekka an empowered tribal woman at the age of 46 years won the best performer award from the entire eastern region of India. She was being felicitated by Mr. Hubert Sagnieres – Chairman and Chief Executive Officer, Essilor International. Dr. Rajesh Saini representative and Chief Executive Officer of SGLEH, was given award for best Eye Mitra performance in 2016 – 2017.

One District One Activity



The hospital under the banner of Greater Lion Seva Nidhi supported 28 other prestigious Lion's Clubs under District 322F to conduct Vision activity all across the Lion's district in the period of 3 days from April 27– 29. The hospital provided support of Optometrist, Doctors, Vision Equipments and other logistics to conduct primary eye screening camps to realize the joint commitment of waving of avoidable blindness from North Bengal. Under this social campaign SGLEH also conducted 17 eye screening camps under the Eye Mitra livelihood programme reaching to all together 56,283 children and adults from all economic and socio-cultural paradigms with other Clubs as partners.



Opening of the Indoor Surgical Department and Training institute of SGLEH Unit 2

On June 17th, 2018 meeting to the commitment of catering holistic, accessible and affordable eye care services in the region Siliguri greater lions eye hospital inaugurated its Indoor Surgical Department and training institute at its Unit 2 super speciality facility at Kartoa, Jalpaiguri Highway. The 5 modular operation theaters and biggest training institute to facilitate education to optometrists, ophthalmologists and interns from across the region was inaugurated from the auspicious hands of Lion A. P. Singh, Past International Director with other visiting Lion dignitaries past international director Lion Sangeeta Jatia, Lion G. S. Hora, District governor Lion Kedar Gamer, technical advisor Dr. Divyesh P. Shah and MLA Raiganj Sri Khageswar Roy.

Bringing Quality Assurance in Daily Conduct, Ensuring Awareness At All Levels



The organization gives extra efforts in ensuring staff compliance to quality and conducts regular training of each hospital areas with the respective staff. Training to understand organizational mission and vision and regular interaction with higher

management to instill the spirit of service is continuously undertaken. Areas like infection control, patient and employee safety, including fire safety are conducted on a regular basis in small groups or in team to share responsibilities and act as a team when need appears.

Catering services to the masses through World's Best Phaco Machine

The Hospital introduced on July 11th two of the World's best phaco machines the Alcon Centurion superior model to its already existing entourage of specialty precision equipments. The world's top most phaco machine is known for its precision and high standards of stability and quality in surgery and promises a much safer surgery which in turn ensures early recovery and lesser precautions needed in post-operative care. The equipment would help us give better post-operative results and is lot more easier to operate which helps a doctor bring a certain level of expertise in even a complicated cataract operation.

Scientific Session

The symposium brought together a greater perspective and understanding on Amblyopia which generally remains unnoticed and untreated among children. The scientific session discussed in detail on evidence based management of Amblyopia, advances of Amblyopia and dichoptic treatment ensuring the scope of the natural healing with minimal treatment and aiding natural systems.



Centurion Machine

Introducing Centurion Phaco Superior Model For The First Time In North Bengal



PHACO SURGERY MADE EASIER

- Higher Precision
- Excellent Stability
- Helps Recover Quickly
- Minimally Invasive Surgery

Vision Centre Opening At Shib Mandir with Lions Club of Shib Mandir-Siliguri



Shib Mandir and Bagdogra Airport has seen continuous increase in blindness prevalence with the increasing population while absence of a proper facility providing eye care services through an authorized medical practitioner. Realizing the same the Hospital with partnership with Lions Club of Shibmandir opened its 17th Vision Centre at Shibmandir. The Centre was inaugurated by the auspicious hands of Lion Dr. R. K. Agarwal who contributed in laying the footsteps of Lionism in North Bengal, VDG Lion Abijeet Sen, Gram Panchayat Pradhan Ashit Nandi with Joseph Mollah, Training Instructor and representative from the Hospital.

System Strengthening Of Government Functionary Dedicated Ophthalmic OT now in Birpara State Govt. Hospital



The hospital has been always active in supporting and enhancing government systems to meet the growing demand of health care with increasing population. With support from Sightsavers SGLEH provided the Birpara hospital with Operation Theater Infrastructure and equipments including epoxy walls for better Sterilized unit, Operation table, Surgical tool kit and Operation theatre partition to keep the sterilized area separate from patient traffic inside the OT. This has enhanced the hospital capacity to now provide surgical treatment to patients. The programme was implemented under the under the Netra Vasant- Rural Eye Health Initiative of Sightsavers.

Eye Mitra Optician Annual Meet



The hospital hosted the Annual meet of the Eye Mitra Opticians on January 26th at the Unit II. Eye Mitra is a project we have with support from Essilor India where under an elaborated programme the hospital intercepts rural youth especially from areas where eye care is still inaccessible and train them to become skilled opticians. After a training of 2 months and 10 month on job training under the project these Opticians are provided with basic seed amount to open their own Optical shop. With the number of Eye Mitra shops reaching to 50 now, these also work as ambassadors of the hospital intercepting a patient earliest possible and bringing them under the umbrella of

holistic eye care services of the hospital. The Eye Mitras are local mobilizers who in regular intervals organize camps to ensure regular check-up and include health workers in the area to network towards better access to eye care services.

Declaration of Blindness Free Villages in Islampur, Mirik and Ghoom



With Operation Eye Sight Universal and local government functionaries the Hospital declared 9 villages avoidable blindness free in Islampur and Uttar Dinajpur, on August 19th and 26th. Only adding to the entourage more villages were included to the list of Blindness free in regions of Darjeeling with 6 villages in Mirik declared on 9th September and September 16th, including in Ghoom to competing in increases awareness and community partnership in making their villages blindness free with 5 villages declared on Sept 15th and 22nd.

The National SightFirst Conclave Brings Together The Largest Assembly Of Lions Eye Hospital Delegates

The National Sightfirst Conclave was held in Siliguri on October 7th, 2018 bringing together an assembly of National Lions Club delegates from 83+ eye hospitals across India, a representation of 6 Past International directors, International Director



Lion V. K. Luthra along with 4 Lions Club International Advisors and Immediate Past International President Dr. Naresh Aggarwal. The Conclave was the first ever in Siliguri which was also visited by World Health Organization(WHO) SightFirst representative Dr. Silvio Paolo Mariotti and saw the presence of Past International Director Lion G. S. Hora present chairman of the Unit 1 Siliguri Greater Lions Eye Hospital. The programme was hosted by Lions Club International MD 322 with support from Siliguri Greater Lions Eye hospital.

The 2-day programme began with the visit of Lion delegates to the model service project of Lions Siliguri Greater Lions Shri VidyaSagar Oswal Eye Hospital. Following the visit at the hospital an open forum moderated by PID and present Chairman Lion P.K Shah, Chaired by MCC S. P. Banerjee and facilitated by Technical Advisor Dr. Divyesh Shah, and Dr. S. C. Shetty was organized were many representative of Lions eye hospitals also voiced their experiences on quality and controlled dissemination of services through effective utilization of resources. The programme discussed in detail the role of clinical and administrative departments in creating synergies within staff, incorporating quality at all levels of the hospital improving patient experience in two separate sessions. The programme also had representation from International NGOs like Operation Eye Sight Universal, Sightsavers, Mission For Vision, Orbis, and CBM in sharing their experiences working in the country with partners towards creating a blindness free India.

Diabetes Walk To Spread Awareness Against Diabetes And Promote Healthy LifeStyle Inside Family

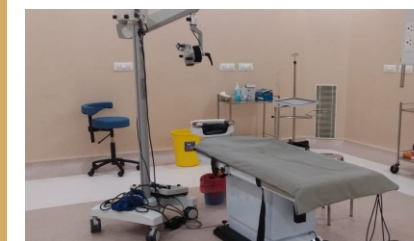
More than 400 flag bearers walked together towards their commitment to fight against Diabetes which became a spectacle for everyone with people from different walks of life, students, renowned civil societies, club representatives raising



their collective voices to inculcate necessary life style measures to avoid Diabetes and its implications on eye health. The rally was flagged off by Inspector General(IG) of S.S.B. Shri S.S Bandhopadhyaya with Past International Director Lions Club International Lion G.S Hora and District Governor, Lions Club of District 322F Lion Shravan Kumar in presence of eminent members from the SSB, BSF and Lions Club of Siliguri Greater.

Modular OT Becomes Fully Functional

After a yearlong hard work, cumulative team exercise and planning the hospital on September 10th conducted its first surgery at the new hospital. Romen Karmakar, 57 from Telipara was overwhelmed as the staff cheered him up as our first surgery patient at the new hospital. The operation was swift and successful.



Celebration

The hospital celebrated the entire month of October to commemorate World Sight Day on October 11th. To celebrate the same more than 57 camps where organized and spectacles where distributed through all the vision centres reaching to more than 9000 needy patients and bring 470 cataract patients to the hospital who received free Cataract surgery with Indian IOL.



▶ Optometry Training Programme by the visiting faculty from Australia



With the collective objective of sharing knowledge and enhancing skillset of our Training Department Dr. Heather visited the hospital for 3 days in January and thoroughly examined the curriculum. After meeting the students and the faculty she took a comprehensive whole day session taking the students through indepth experiential analysis and learning. The Australia based Institute will be our knowledge partner for both student sharing, transfer of skills and help in knowledge dissemination.

▶ Vision2020 : Right To Sight National Training Workshop



On January 11th & 12th, 2019 the hospital hosted the first Vision2020 : Right To Sight India National Training workshop on Optical Dispensing. 5 national level trainers from Essilor India and SGLEH disseminated learning on Optical Dispensing to 125 participants from India, Nepal and Bangladesh who are mostly Optometrists, Ophthalmic Assistants, Vision Technicians playing an important role in optical dispensing. The one of its kind training programme helped the attendees to learn of the rapid trend changes in eye-wear technology and well-trained optical dispensers that are needed to meet the demands of this growing & demanding sector.

▶ Building the Competitive Spirit In Students



An Exhibition always give students the best chance to engage themselves, find their motivation in creating working models of something that may represent their idea, belief, challenge social stigmas, functioning of complex human organ systems or comeup with an idea that may become a revolution tomorrow. From working model of the eye, retina structure, how inverse image created inside our brain is what we see upright are some of the complex questions which were answered in the exhibition. But, not just about the human eye but complex social issues of Women safety at workplace, Child abuse, and transgender rights where very significantly explained

through models. Nothing was left behind including the proud programme of GOI "The Swatchcha Bharat Abhiyan". And rest the pictures tells lot more than that can be written.

▶ Beginning of Induction Training to All New Joinees and Training to upscale to NABH standards



The hospital started full day Induction training made compulsory to all new joinees into the organization. The training includes understanding relevant Departmental work, Organizational processes, Understanding of Mission and Vision, key objectives and the 360 degree approach with which the hospital approached eye care. The most important component of the induction programme in internal communication, and understanding how each programme complement each other, and how one can cater to the bigger picture of the hospital.

▶ Inauguration of Eye Mitra Regional training centre



We inaugurated the Eye Mitra Training Centre - A Centre For Excellence on February 1st, 2019. The programme is targeted towards rural youth who would be trained for basic vision testing, refraction and become opticians of tomorrow. This would be

the biggest training centre in entire North Bengal and North East and will work as one point contact centre for the training of rural youth from across the region who would be receiving their studies and on-job training at the centre located at Siliguri.

The training centre was inaugurated by Past International President, Lions Club International, Barry J. Palmer in presence of Atul Uttam, Programme Manager from Eye Mitra, Lions District 322F Governor Lion Srawan Choudhary, PDG Lion P. C. Maskara, PDG Lion P. K. Shah, Club President Lion Bishnu Kedia and present Chairman of the Hospital PID Lion G. S. Hora, with the training fraternity.

▶ Awarded For Excellence in Service towards Eye Care



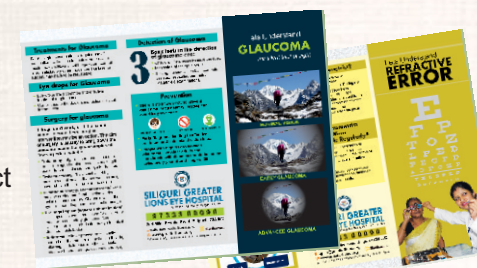
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▶ Revamping IEC To Keep Us With Recent Communication Trends

The hospital came up with multiple posters, display mediums, Information Leaflets in 4 languages to reach to our direct beneficiaries in the languages they understand.



1st Anniversary

We celebrated on December 14th the 1st Anniversary of Siliguri Greater Lions Shri VidyaSagar Eye Hospital. Since, last one year more than 4060 persons have been screened free and 3101 patient received free cataract surgery.



100 Bedded Wards

The Staff Annual Function was organized on Nov. 3rd, 2018 at the hospital. This is one such time which gives everyone the opportunity to come together and showcase their talent and establish communication inter department which becomes difficult in usual office hours. During the occasion for the first time Fashion show was organized which everyone took with a great spirit. People sang and danced together. Performances where made in both Nepali and Bengali culture making it a perfect amalgamation for both the communities to exchanges values. During the occasion employees where also acknowledged for their contribution towards the Hospital.





Focus on Performance Report 2018 - 19



Outpatient - Hospital

Paying OPD	40,501
General OPD	25,763
Vitreo Retina OPD	6,098
Pediatric OPD	8,044
Glaucoma OPD	355

Surgeries

Pay	4,529
Free	9,603
• Cataract	12,717
• Vitreo Retina	370
• Others	1045

Comprehensive Eye Camps

Total Camps	709
Patients examined	69,816
Surgery advised	13,256
Glasses advised	18,471
Glasses ordered	5,569

Vision Centres (OPD)

Bagdogra	2,439
Banarhat	3,694
Rajganj	1,576
Malbazar	5,144
Islampur	7,609
Devinagar	784
Kanki	1,089
Nagrakata	1,980
Domohona	283
Uttar Latabari	4,444
Ghoom	1,276
Mirik	2,048
Raiganj	1,827
Birpara	2,827
Maynaguri	2,004
Mathabhanga	1,955
Dalkhola	695
Shibmandir	414

O.P.D. PERFORMANCE

I.P.D. PERFORMANCE



HIGHLIGHTS OF THE YEAR

- The Institutional network provided aid to 1,55,157 patients across its primary, secondary and tertiary facilities.
- 14,132 eye surgeries performed.
- 9,603 (67.95%) of surgeries were done for free or is highly subsidized.
- 15% of all surgeries were sub-speciality cases treated under the growing tertiary eye care specialization.

DONORS & PARTNERS

We Are Grateful To The Following Person For Their Support Towards Siliguri Greater Lions Sri VidyaSagar Oswal Eye Hospital

Lion Dr. T. M. Tiwari	Lion Vinod Kumar Goyal	Sri Lalit Kumar Mittal &
Lion Partho Pratim Paul	Lion Sharad Rath	Family, Kishanganj
Lion Dilip Kumar Agarwal	Lion Narayan Prasad Agarwal	Sri Rohit Bansal

Heartfelt Thanks For Supporting Cataract Surgery

Sri Ayush Arya (Advika)	Lion Binay Mundhra	Late Dharam Ch. Nangalia
Sri Nirmal Bapodia	Sri Sanjay Agarwal (SSA)	Sri Sumit Mitruka
Lion Praveen Jhawar	Sri Vikash Bansal (Indian Safe)	Lion Santosh Mitruka
Sri Omji Agarwal (SIMI)	Maata Devsar Mahila Samiti	Sri Shyam Maiya
Amit Agarwal Foundation	Lion G. S. Hora	Lion Meena Agarwal
Sri Gopalji & Sunita Gupta	Lion Asha (Dalmia) Agarwal	Lion Sunita Gupta
Sri Mahesh Thirani	Lion Dr. N. K. Kejriwal	Lions Club Siliguri Greater
Lion Sukrit Mitra	Lion Pawan Agarwal	Femina
Lion Pramod Garg	Sri Binod & Rekha Agarwal	Smt Sita Devi Bazaz
Sri Sanjay Agarwal, Mahabirathan	Lion Shrawan Choudhury(Rajganj)	Sri Anand Agarwal & Sons
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Lion Uttam Goyal	Mukesh Trading Co.	Sri Ghasi Ram Nakipuria
Sri Subhash Nakipuria	Dutta Optical	Smt Kalawati Devi Deosaria
Mourgaon & Gulma T.E.	Sri Mange Ram Agarwal	Sri Mal Chand Mittal
Lt. Sri B. P. Bajaj	Lt. Bishambhar Dayal Nakipuria	Sri Anand (Munnaq)
Kalyani Apartment	Dr. M. L. Gupta (Greater Youth)	Sri Gyani Ram Goyal
Sri Pawan Kumar Agarwal	Sri Raghubir Chand Singhal	Lion Dr T. M. Tiwari
Sri Pramod Sinhal	Mira Optical	Rotary Club Of Siliguri
Lion B. S. Barmi	Smt. Binny Rath	Uttorayon
Lt. Sri Dinesh Agarwal	Sri Piyush Shah	Sri Rakesh Bansal
Lion P. C. Maskara	Marwari Yuwa Manch	
	Om Optical	



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Lion Pawan Kumar Agarwal
Sri Kamal Kumar Agarwal
Sri Sanjay Kumar Jalan
Sri Purushottam Das Agarwal

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Lion Brijmohan Golyan
Sri Gopal Agarwal, (Nandan Apart.)
Sri Gopal Agarwal, (Sidhi Batika)
Sri Prabir Roy
Sri Mohan Kumar Bansal
Sri Vivek Jhawar
Sri Aloke Jhawar
Sri Rajesh Agarwal
Sri Apu Das
Sri Gopal Kumar Gupta
Sri Bimal Kumar Dalmia
Sri Niranjana Agarwal
Sri Murlidhar Agarwal
Sri Shyam Kumar Mittal
Sri Shankar Goyal
Sri Bhagwati Prasad Agarwal
Sri Dilip Kumar Agarwal

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India • Vidal Health • Vipul MediCorp • Paramount Health • Family Health Plan • Raksha TPA • Safeway TPA • Star Health
Bajaj Allianz • ICICI Lombard • Apollo Munich • Chola Mandalam MS • The New India Assurance • The Oriental Insurance
Aditya Birla Health Insurance • Universal Sampo • Religare Health • L & T General Insurance • Bharti AXA • HDFC ERGO
National Insurance • United India Insurance

Our Partners In Progress

