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To use the Text Relay service, prefix all numbers with 18001.

اگر نیاز به ترجمہ دارید، لطفاً با شماره 01932 723553 تماس بگیرید۔

ਜੇ ਤੁਹਾਨੂੰ ਤਰਜਮੇ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਇਸ ਨੰਬਰ 'ਤੇ فون کریں: 01932 723553

اگر آپ اس کا اردو زبان میں ترجمہ چاہتے ہیں، تو براہ کرم اس فون نمبر 01932 723553 پر رابطہ کریں

Se precisa de uma tradução por favor contacte: 01932 723553

আপনার অনুবাদের দরকার হলে এখানে যোগাযোগ করুন : 01932 723553

यदि आपको अनुवाद की ज़रूरत है तो कृपया इस नंबर पर फोन करें: 01932 723553

Jeżeli chcemy, aby te informacje w innym języku, proszę zadzwonić 01932 723553

Ashford Hospital
London Road
Ashford, Middlesex
TW15 3AA
Tel: **01784 884488**

St. Peter's Hospital
Guildford Road
Chertsey, Surrey
KT16 0PZ.
Tel: **01932 872000**

Website: www.ashfordstpeters.nhs.uk

Obtaining Children's Glasses

(via the Hospital Eye Service)

Ophthalmology Department



For further information, please contact the Orthoptic Department:

Ashford Hospital	01784 884133 / 884152
St. Peter's Hospital	01932 722146
Heart of Hounslow Health Centre	0208 6301654
Woking Community Hospital	01483 846327

Further Information

We endeavour to provide an excellent service at all times, but should you have any concerns please, in the first instance, raise these with the Matron, Senior Nurse or Manager on duty. If they cannot resolve your concern, please contact our Patient Experience Team on 01932 723553 or email asp-tr.patient.advice@nhs.net. If you remain concerned, the team can also advise upon how to make a formal complaint.

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- An Optician can refuse to repair or replace glasses. If this happens then you are entitled to go to a different Optician. Your new Optician can repair the glasses by either reading the prescription from the current glasses or requesting the prescription from the hospital if it is still in date (less than 1 year from the last test for glasses).

Information for parents / carers on children's glasses

- Children are tested once a year for glasses at the hospital unless the eye care professional advises otherwise.
- A voucher (HESP1) will be given to you if a **new** prescription is required when the doctor tests your child's eyes for glasses (refraction).
- The voucher is issued to children under 16, or under 18 and in fulltime education. It is worth a fixed amount of money to help towards the cost of purchasing the glasses. The amount of money is dependent on the strength and / or type of lenses needed.
- There is no entitlement to a spare pair of glasses. However, you may purchase a spare pair from your Optician.
- If the doctor finds there has been **no** change in your child's prescription then **no** voucher will be issued.
- Children age 5 and over can attend their own optician for the test for glasses if able to do so.

How to use the voucher

- The voucher must be taken to a registered Optician. It is illegal for any other person to dispense glasses to children.

- The voucher is valid for six months from the date of the sight test.
- Some Opticians will supply glasses within the voucher value and no extra charge.
- A local Optician may be more convenient as children's glasses may be frequently broken and need repairing. Expensive frames may not be advisable!
- Take your child with you when you order the glasses and when you collect them. Glasses cannot be dispensed unless the child is present.
- The Optician will advise you on the best type of frame for the child and the safest type of lenses. Very small children requiring special frames and lenses will be given an extra voucher.
- Once the child has the glasses they should wear them all the time unless otherwise advised by the eye doctor, Orthoptist or Optician.

What to do when glasses are broken, lost, need adjusting or are too small

- Go to your Optician who will repair or replace the glasses. They have a form, GOS4 that they use to do this. If the glasses were free, so are the repair and replacement. **A voucher from the hospital is not required for this service.**
- The Optician may ask you when the last test for glasses was done at the hospital. This is because the prescription lasts for 1 year. The Optician would not want to replace glasses that are out of date.
- If it is coming to the end of the year for which the prescription is valid and the glasses need repairing or replacing, then the Optician may request that your child has a test for glasses at their practice or at the hospital. We do try and book appointments for children once a year at the hospital but sometimes we get very busy and it is not possible to get the test done exactly within the year. It is perfectly acceptable to let the Optician test your child's eyes.
- If your Optician tests your child's eyes, please bring his/her prescription with you at the next hospital eye appointment. The Optician will give you the statement of the prescription which is a form called GOS2.