

Spectacles for children

Information for patients

When is a spectacle prescription issued?

- If your child's examination reveals a need for spectacles, a Hospital Eye Service Prescription (HESP) will be issued.
- This is also a **voucher**; the NHS contribution towards the cost of the spectacles.
- You can only use this voucher **once**; do not lose it. You have six months to present this to an Optician's, unless specified otherwise.
- Children already wearing spectacles will be issued with a new voucher only:
 - if there is a change in the prescription
 - if the spectacles need replacing due to fair wear and tear
- In all other circumstances following the examination, a prescription statement will be issued. **Please keep this safe.**

Where do I take the HESP?

- You can take the HESP to **any** Opticians.
- Take your child with you.
- You should have the frame fitted by a dispensing optician or an optometrist.

What if the spectacles are broken or lost?

- Go back to the opticians holding your original voucher **as soon as possible** who can use an NHS repair/replacement voucher (GOS4) to contribute towards the replacement.
- If your child's eye test is due, your community Optometrist may choose to perform an NHS eye test to **avoid a delay** in obtaining new spectacles.

Common questions / queries

1) Can I have a spare pair?

We are governed by the Department of Health guidelines which explain that no patient has an automatic entitlement to having a spare pair. You may choose to purchase your own spare pair at your own cost.

2) My opticians will not repair my child's spectacles since they require another voucher or an up-to-date prescription.

The prescription on the HESP is valid for 12 months unless we specify a sooner review. Your opticians can repair/replace the spectacles (using a GOS4) as long as the prescription is valid.

3) I am unhappy with the spectacles that have been made for my child.

You can only use the voucher once towards a pair of spectacles. Ensure you are happy with the fitting of the frame before ordering. We would be unable to issue a second voucher in these cases and you are advised to discuss it further with your dispensing optician.

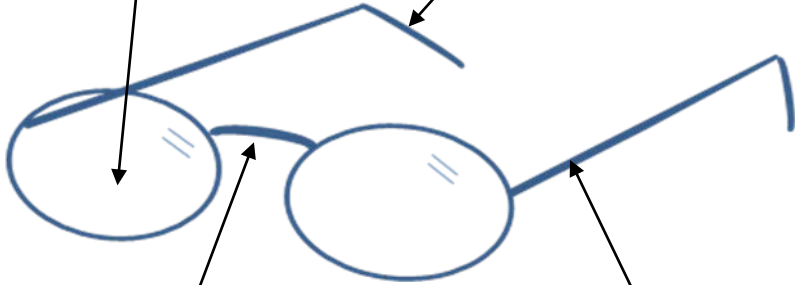
4) My child's spectacles are broken and I have an Orthoptic/Opticians appointment soon.

Please have the spectacles repaired **ASAP**; we need to assess your child with their current spectacles.

Helpful tips on spectacle fitting

A good size of lens so that your child does not look over the top of them.

The ends should be adjusted to grip at the ears so that the frame does not slip down the nose.







Fit closely around the bridge of the nose so that the frame is centred. Some frames have nose pads to adjust.

The width of the frame should fit at the temples.

Please use this space to write any notes or questions you may have.




Further information and advice can be obtained from:

Maidstone Optician's Department	 01622 226283
Maidstone Orthoptic Clinic	 01622 226236
Medway Orthoptic Clinic	 01634 830000 ext 5792
Sittingbourne Orthoptic Clinic	 01795 418300 ext 2045 Monday ext 2051 Thursday
Pembury Orthoptic Clinic	mtw-tr.pemburyorthoptics@nhs.net

For information about NHS voucher values 2015:

<http://www.nhs.uk/NHSEngland/Healthcosts/Pages/nhs-voucher-values.aspx>






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Patient Advice and Liaison Service (PALS)

If you would like to raise any concerns, make comments and suggestions or require information on Trust services, you can contact **PALS**. Office opening times are Monday to Friday 10.00am to 4.00pm. Both offices offer a 24 hour answering machine. Messages will be responded to within one working day, so please do leave a contact number.

PALS Maidstone Hospital	 01622 224960
PALS Tunbridge Wells Hospital	 01892 632953
PALS Email	mtwpals@nhs.net
PALS SMS	 07747 782317
PALS Maidstone Fax	 01622 224843
PALS Tunbridge Wells Fax	 01892 632954

Issue date: January 2015
Database reference: RWF-OPLF-PPS83

Review date: January 2018
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