

Spectacles for children

Information for patients

When is a spectacle prescription issued?

- Following a hospital eye test; if your child needs their first pair of glasses or a change in the power of their glasses, a Hospital Eye Service Prescription (HESP) will be issued.
- The HESP is also a **voucher**; the NHS contribution towards the cost of the glasses.
- You can only use this voucher **once: do not lose it**. Normally you must take this to an Optician within six months of the issue date, otherwise it becomes invalid.
- Children already wearing glasses will only be issued with a new voucher if:
 - there is a change in their prescription
 - the glasses need replacing due to reasonable wear and tear
- If the prescription for your child's glasses does not change following the eye examination, a prescription statement will be issued. This is a copy of the sight test results. **Please keep this safe.**

What to do with the HESP?

- You can take the HESP to **any** Opticians
 - Take your child with you
 - The spectacle frame should be fitted by a Dispensing Optician or an Optometrist
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What if the spectacles are broken or lost?

- Go back to the opticians with your original voucher **as soon as possible**.
- As long as it is less than 12 months since the issue date on the HESP, your Optician can use an NHS repair/replacement form (GOS4), to contribute towards the cost of the replacement.
- If your child's hospital eye test is overdue, your Optician may choose to perform an NHS eye test in their own practice to **avoid a delay** in obtaining new spectacles.

Frequently asked questions

1) Can I have a spare pair of glasses?

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 purchase a spare pair at your own cost.

2) My opticians will not repair my child's glasses. They say they require another HESP.

As long as you took the HESP to your opticians within 6 months of the issue date, the voucher remains valid to pay towards repair or replacement of glasses for 12 months. Your opticians should have a form (GOS4) which they can use to claim back costs towards the repair/replacement.

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

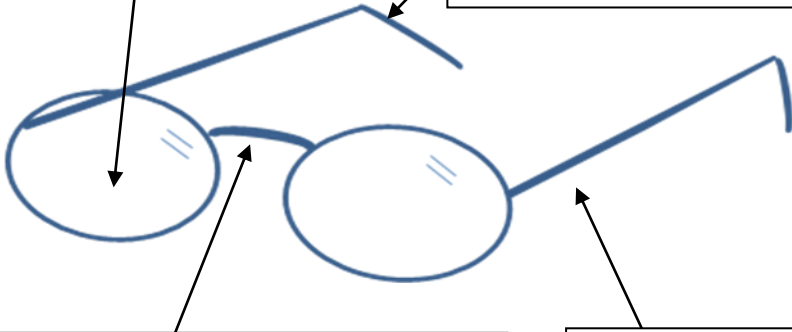
You can only use the HESP once. Ensure you are happy with the fitting and style of the frame before ordering. A second HESP cannot be issued in these circumstances. You are advised to discuss any dissatisfaction with the Dispensing Optician in the practice.

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- 4) **My child's spectacles are broken and I have an Orthoptic/Opticians appointment soon.**
Please have the spectacles repaired **as soon as possible**.
Your child should have glasses made to their current prescription for every hospital appointment.

Helpful tips on spectacle selection

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

The ends of the sides should be adjustable. They need 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 they don't slip down, allowing your child to look through the correct part of the lens. Some frames have nose pads that can be adjusted.

The width of the frame should fit the width of your child's head.

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

Tunbridge Wells Orthoptic Clinic
mtw-tr.pemburyorthoptics@nhs.net

For information about NHS voucher values 2021:

<https://www.nhs.uk/nhs-services/opticians/nhs-voucher-values-for-glasses-and-lenses/>

NHS 111

NHS Choices online

☎ 111

www.nhs.uk

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Maidstone and Tunbridge Wells NHS Trust welcomes all forms of feedback from our service users. If the standard of service you have received from the Trust does not meet your expectations, we want to hear from you. Please speak with the ward manager or the nurse in charge in the first instance, or you can contact the **Patient Advice and Liaison Service (PALS)** on:

Telephone: ☎ 01622 224960 or ☎ 01892 632953

Email: mtw-tr.palsoffice@nhs.net

or visit their office at either Maidstone or Tunbridge Wells Hospital between 9.00am and 5.00pm, Monday to Friday. You can be confident that your care will not be affected by highlighting any areas of concern or making a complaint. The Trust will retain a record of your contact, which is held separately to any medical records. If you are acting on behalf of a patient, we may need to obtain the patient's consent in order to protect patient confidentiality. More information on PALS or making a complaint can be found on the Trust's website: www.mtw.nhs.uk or pick up a leaflet from main reception.

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