

Data Protection Legislation – Privacy Notice

Further information on how we look after your personal information can be found on the Trust Information Governance webpage at www.porthosp.nhs.uk - or alternatively, please speak to a member of staff.

How to comment on your treatment

We aim to provide the best possible service and if you have a question or a concern about your treatment then the Patient Advice and Liaison Service (PALS) are always happy to try to help you get answers you need. You can contact PALS on **0800 917 6039** or E-mail: PHT.pals@porthosp.nhs.uk who will contact the department concerned on your behalf.

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Obtaining a pair of glasses for your child

Advice to parents

**Orthoptic Department,
Level B**
Queen Alexandra Hospital

Specialist Support

This leaflet can be made available in another language, large print, or another format. Please speak to the Ward Manager who can advise you.

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Produced: 2014 / August 2020

Review Date: August 2022 **Ref:** Eye/23

MPI ref: 14/5838

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Children's Glasses

This leaflet explains how to obtain glasses for your child using the Hospital Eye Service voucher. It also gives you information on looking after your child's glasses and what to do if the glasses are lost or damaged.

The Voucher System

If your child requires glasses after their eye examination, you will be given a voucher by the hospital to help pay for the cost of the glasses. The amount of money is dependent on the strength and / or type of lenses needed. It should be possible to obtain a pair of glasses within the voucher price. If you decide to purchase a more expensive pair of glasses, you are likely to be charged for repairs.

How to use the voucher

- The voucher must be taken to a registered optician. The voucher is valid for 6 months, but you should obtain the glasses as soon as possible. As children's glasses often require adjustment or repairing it is advisable to go to a local optician.
- Take your child with you when you order the glasses and when you collect them to ensure a good fit. Ask if there is a dispensing optician available who is trained in the fitting of glasses. It is important that glasses sit correctly on the face to ensure maximum effect. They should not slip down when the child looks down.
- Your child should wear the glasses all the time unless instructed otherwise by the eye doctor or Orthoptist.

Broken or lost glasses

Return to the optician who provided the glasses. A voucher from the hospital is not required. If the glasses were free then the optician will repair or replace the glasses free of charge for up to a year. It is important your child has their glasses for all their hospital appointments.

Spare pair of glasses

There is no entitlement to a spare pair of glasses however this is possible in some circumstances, but this depends on clinical need. You may purchase a spare pair from your optician. This also applies to prescription sunglasses.

Future eye tests for glasses

You will be advised when your child needs another test for glasses by your hospital Orthoptist or Eye doctor. Tests are normally carried out once a year but occasionally it is necessary to re-test children more frequently.