

NHS funded sight tests are available in this practice

NHS funded sight tests and optical voucher entitlements

You qualify for a free NHS funded sight test if you are:

- Aged under 16
- Aged 16, 17 or 18 and are in full-time education
- Aged 60 or over
- Diagnosed with diabetes or glaucoma
- Considered to be at risk of glaucoma (as advised by an ophthalmologist)
- Aged 40 or over, and the parent, brother, sister, son or daughter of a person diagnosed with glaucoma
- Registered as partially sighted (sight impaired) or blind (severely sight impaired)
- Eligible on NHS Complex lens Voucher (your optician will advise on your entitlement)
- Claiming Benefit (Income Support, Income Based Jobseekers Allowance, Income related Employment and Support Allowance, Pension Guarantee Credit or receiving Tax Credit and meeting qualifying conditions)
- On a low income and named on a valid HC2 (full help) or HC3 (partial help) certificate
- A prisoner being seen outside prison

* If you reside in Wales, most optometrists can also offer a free eye test if:

- You have an eye problem that needs urgent attention
- You have sight in one eye only
- You have a hearing impairment and are profoundly deaf
- You suffer from Retinitis Pigmentosa
- You are of Black or Asian ethnicity
- You are at risk of eye disease
- You have been referred by another health professional because they think you may have an eye problem

You qualify for an optical voucher which provides financial help towards the cost of your spectacles or contact lenses if you are:

- Are under 16
- Aged 16, 17 or 18 and are in full-time education
- Eligible on NHS Complex lens Voucher (your optician will advise on your entitlement)
- Claiming Benefit (Income Support, Income Based Jobseekers Allowance, Income related Employment and Support Allowance, Pension Guarantee Credit or receiving Tax Credit and meeting qualifying conditions)
- On a low income and names on a valid HC2 (full help) or HC3 (partial help) certificate
- A prisoner being seen outside prison

Your safety

This practice and all our practitioners and staff are committed to operating and maintaining effective systems for infection control to protect both patients and staff. We comply with all relevant Health and Safety Executive legislation and Medicines and Healthcare products Regulatory Agency requirements.

Complaints

If you would like to make a complaint, please contact Christopher Gould, Swiss Cottage, Prestatyn, LL19 8RD. email cg@homevisioncare.com. Alternatively, you can contact Betsi Cadwaladr Health Board – contact details below or Email: concerns@wales.nhs.uk

Your complaint will be acknowledged within 2 working days.

If your complaint relates to your sight test and you are not happy with how your complaint has been handled either by us or by NHS Wales, you will be advised of your right to take your complaint to the Health Service Commissioner (Ombudsman).

If your complaint relates to your spectacles or contact lenses you can contact: OCCS, 6 Market Square, Bishop's Stortford, Hertfordshire, CM23 3UZ. Tel: 0844 800 5071 Email: enquiries@opticalcomplaints.co.uk.

Web: www.opticalcomplaints.co.uk

Links to local data:

Aneurin Bevan Health Board	Complaints & Concerns - Aneurin Bevan University Health Board (nhs.wales)
Betsi Cadwaladr University Health Board	Make a complaint - Betsi Cadwaladr University Health Board (nhs.wales)
Cardiff & Vale University Health Board	Concerns and complaints - Cardiff and Vale University Health Board (nhs.wales)
Cwm Taf Morgannwg University Health Board	Concerns and Complaints - Cwm Taf Morgannwg University Health Board (nhs.wales)
Hywel Dda University Health Board	Patient support services (complaints & feedback) - Hywel Dda University Health Board (nhs.wales)
Powys Teaching Health Board	Feedback and Complaints - Powys Teaching Health Board (nhs.wales)
Swansea Bay University Health Board	Complaints - Swansea Bay University Health Board (nhs.wales)