

If things go wrong



Your visit to the optician

SEE ABILITY
Extraordinary every day

Easy read factsheet



Having an eye test at the opticians is very important



Opticians test your eyes. They are also called optometrists. We call them opticians in this factsheet



Everyone should have an eye test every two years or more often if their optician tells them to



The optician should make Reasonable Adjustments. This means they should help you to get the eye test you need



In this factsheet we will tell you what should happen when you visit the opticians



You should be happy with your eye test



If you have glasses, you should be happy with these



This factsheet tells you what to do if you are not happy with your visit to the opticians



Booking your eye test

You can choose to have your eye test at any optician



Some people can have a free eye test. You can ask the optician about this when you book your eye test



Having an eye test

Your optician should do lots of different tests. They should tell you what will happen before they do it

Your prescription

After the eye test, your optician will write about your eyesight and glasses if you need them. This is called a prescription. The optician must give you a copy of your prescription. Your prescription might look like the picture below

Results of Eye Test								Date:							
R i g h t		Unaided Vision	Sph	Cyl	Axix	Prism	VA	Unaided Vision	Sph	Cyl	Axix	Prism	VA	L e f t	
	Dist														
	Near														
Acuity method or description of functional vision															



You can take your prescription to choose your glasses from a different optician if you want to



Getting glasses

The optician should give you a choice of different frames and lenses



The optician should give you advice on which glasses will be best for you



Sometimes you can get help to pay for your glasses. Ask your optician about vouchers for money off your glasses



Your optician should tell you what you should wear your glasses for



If you need two pairs of glasses, the optician should tell you how to pick the right pair for each activity



You should try on your new glasses when you collect them from the optician



You should tell the optician straight away if your new glasses are not comfortable or if they don't help you to see better



If you have any problems with your eyes or your glasses at any time, take them back to the optician to ask for advice

This could be



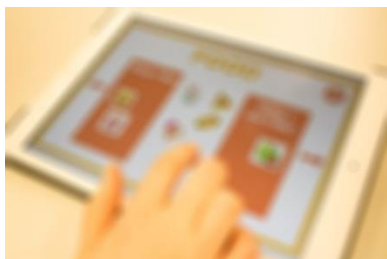
If your glasses are broken



If your glasses are uncomfortable to wear

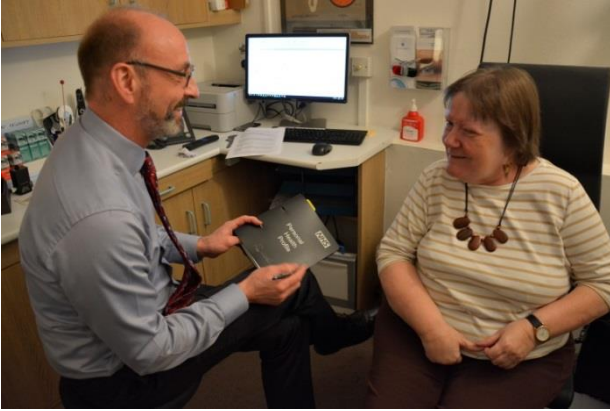


If you lose your glasses



If you think your eyesight has got worse or your eyes hurt or ache or your head aches

If you have a problem at any time



Talk to your optician and tell them what the problem is.

See what advice the optician can give you

If you are not happy with what the optician has done, you can complain. You can complain to the Optical Consumer Complaints Service (OCCS)



+



OPTICAL CONSUMER
COMPLAINTS SERVICE



The OCCS will ask you about the problem. They will then contact the optician to see if they can sort out the problem

The OCCS is free to use

This is how you can contact the OCCS:



0344 800 5071



enquiries@opticalcomplaints.co.uk



www.opticalcomplaints.co.uk



OCCS, 6 Market Square, Bishop's Stortford, Hertfordshire, CM23 2UZ

**SEE
ABILITY**



www.seeability.org



Facebook: [Facebook.com/RSB.seeability](https://www.facebook.com/RSB.seeability)



Twitter: @seeability



Youtube: www.youtube.com/SeeAbilityFilms



eyecare@seeability.org



01372 755000

SeeAbility is the operating name of the Royal School for the Blind founded in 1799. Registered charity number 255913. ©SeeAbility 2019. No part of this document can be altered without permission. Some Photosymbols used www.photosymbols.com

© European Easy-to-Read Logo: Inclusion Europe. More information at www.easy-to-read.eu

Proofread by: Scott Watkin BEM

Reviewed: April 2019

