If things go wrong

Your visit to the optician

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.

![Your prescription](image)

<table>
<thead>
<tr>
<th>Results of Eye Test</th>
<th>Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Right</strong></td>
<td><strong>Left</strong></td>
</tr>
<tr>
<td><strong>Sph</strong></td>
<td><strong>Sph</strong></td>
</tr>
<tr>
<td><strong>Cyl</strong></td>
<td><strong>Cyl</strong></td>
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<td><strong>Axix</strong></td>
<td><strong>Axix</strong></td>
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<tr>
<td><strong>Prism</strong></td>
<td><strong>Prism</strong></td>
</tr>
<tr>
<td><strong>VA</strong></td>
<td><strong>VA</strong></td>
</tr>
</tbody>
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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)
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

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Proofread by: Scott Watkin BEM
Reviewed: April 2019