

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 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 blind or partially sighted
- Eligible for an NHS Complex Lens Voucher (your optician will advise on your entitlement)
- Claiming Benefit (Income Support, Income-based Jobseeker's Allowance, Income-based Employment and Support Allowance, Pension Credit Guarantee Credit or receiving Tax Credits 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

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

- Aged under 16
- Aged 16, 17 or 18 in full time education
- Eligible for an NHS Complex Lens Voucher (your optician will advise on your entitlement)
- Claiming Benefit (Income Support, Income-based Jobseeker's Allowance, Pension Credit Guarantee Credit or receiving Tax Credits and meeting qualifying conditions)
- On a low income and named on a valid HC2 (full help) or HC3 (partial help) certificate
- A prisoner on leave from prison

### Your safety

This practice is committed to operating and maintaining effective systems for infection control. This applies whether you are being treated by one of our ophthalmic practitioners or by one of our other staff members. When treating you we will ensure that all legal requirements relating to health and safety in the workplace are satisfied and that any requirements and recommendations of the Medicines and Healthcare products Regulatory Agency are adhered to.

### Complaints

If you would like to make a complaint, please contact [1. ] at [2. ] [3. ]. Your complaint will be acknowledged within 3 working days and you will receive a response within 10 working days or as soon as reasonably practicable thereafter.

If you are not happy with how your complaint has been handled by us and your complaint relates to your sight test, you can contact [4. ]. If your complaint relates to your spectacles or contact lenses you can contact the Optical Complaints Consumer Service, PO Box 219, Petersfield GU32 9BY.