

Children's ophthalmology

Fitting and wearing your glasses

Information for patients, relatives and carers

Introduction

This leaflet has been designed to give you information about the fitting and wearing of your child's glasses. We hope it will answer some of the questions that you may have at this time. This leaflet is not meant to replace the discussion between you and the medical team but aims to help you understand more about what is discussed. If you have any questions about the information below, please contact us using the details on the back page.

Glasses fitting

Please ensure you use the glasses voucher within six months of receiving it. Make sure your child has an appropriate frame as we cannot issue another voucher just because the glasses do not fit properly.

AVOID

- small, shallow rectangular frames where children look over and not through the lenses
- poor fitting on the nose (sitting too low, nose pads unsuitable, frame too big, etc.)
- frame side too loose or too tight behind the ears

CHECK

- your child looks through the centre of the lenses
- the frame sits snugly on your child's face without leaving marks on the skin (a narrow frame can dig into the sides of the head and temples)
- the arms should curl around the ears to prevent the glasses from sliding down. Ask your child to bend forward to check that the glasses stay on well

Wearing the glasses

Please ensure your child wears the glasses which they have been prescribed. It is important to encourage your child to persevere with wearing the glasses full-time (all day) and it is normal for children to initially find the glasses blurry as their eyes adjust to the power of the lenses. This period of adjustment may take up to three months. Your child will need to bring their glasses to all of their hospital eye appointments.

Please make sure you discuss the treatment in detail with the clinicians and ask to explain anything you have not understood. If the glasses are not worn we would need the parent /carer to discuss why with our clinicians. Our appointments have a long waiting list and we need to use our treatment time efficiently for those who are in need.

What if the glasses get broken or lost?

It is your responsibility as a parent/carer to take the glasses back to the optician's. Most glasses are under guarantee for 12 months against normal wear and tear. The optician will be able to issue a GOS4 voucher for a repair or replacement of glasses for up to one year from when the original voucher was prescribed in the hospital.

Whilst the child remains under the care of the hospital, the prescription will be checked at least once a year in the children's eye clinic when a new voucher will be issued.

Please visit your chosen optician regularly to ensure the glasses are comfortable and that they are adjusted correctly to fit on the nose and behind the ears.

What if my child would like a second pair of glasses?

The Trust can only cover the cost of one pair of glasses at a time per patient. You will need to discuss with your chosen optician/optical outlet about paying separately for a second pair of glasses, sports glasses, thinner/lighter lenses, sunglasses, photochromic lenses (go dark in sunlight), etc. Swimming goggles can also be ordered by your local optician.

We highly recommend that you keep any previous glasses your child has had as a spare/emergency pair, even if there is a difference in the prescription.

Who can I contact for more information?

Please do not hesitate to contact us if you have any questions or concerns.

St Mary's Hospital

Children's outpatients: Telephone **020 3312 7683** (08.30 – 16.30 Monday to Friday, except public holidays).

Western eye hospital

Orthoptic department: Telephone **020 3312 3256** (08.30 – 16.30 Monday to Friday, except public holidays).

How do I make a comment about my visit?

If you have any **suggestions** or **comments** about your visit, please either speak to a member of staff or contact the patient advice and liaison service (**PALS**) on **020 3312 7777** (10.00 – 16.00, Monday to Friday)). You can also email PALS at imperial.pals@nhs.net The PALS team will listen to your concerns, suggestions or queries and is often able to help solve problems on your behalf.

Alternatively, you may wish to complain by contacting our complaints department:

Complaints department, fourth floor, Salton House, St Mary's Hospital, Praed Street
London W2 1NY

Email: ICHC-tr.Complaints@nhs.net

Telephone: **020 3312 1337 / 1349**

Alternative formats

This leaflet can be provided on request in large print or easy read, as a sound recording, in Braille or in alternative languages. Please email the communications team:
imperial.communications@nhs.net

Wi-fi

Wi-fi is available at our Trust. For more information, visit our website: www.imperial.nhs.uk