

NHS funded sight tests are available in our practices

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 or Universal 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

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, Income-based Employment and Support Allowance, Pension Credit Guarantee Credit or receiving Tax Credits or Universal 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

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 read our complaints policy and procedure available at our practices and on our website at www.smithwalker.co.uk. The nominated contact is Mr C Green at Smith and Walker (Optometrists) Ltd. 16 high Street, Barton-on-Humber. Alternatively you can contact the NHS England, PO Box 16738, Redditch, B97 9PT, or via email 'contactus@NHS.net'. Your complaint will be acknowledged within 3 working days and you will receive an estimate of how long the investigation of your complaint is likely to take and an offer of a discussion about this period. 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 England, 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.