

Fitting and wearing of your child's glasses

Information for patients, relatives and carers

Introduction

This leaflet aims to inform you 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. It's not meant to replace the discussion between you and the medical team. Our aim is 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 page 2.

What's involved in fitting my child's glasses?

You need to use the glasses voucher within six months of receiving it. Make sure your child has an appropriate frame. 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. This could be sitting too low, nose pads unsuitable, frame too big
- 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 your child's ears to stop the glasses from sliding down. Ask your child to bend forward to check that the glasses stay on well

Why is it important for my child to wear their glasses?

Please make sure your child wears the glasses they've been prescribed.

- remind your child of how the glasses will help them see better, for their whole life
- encourage your child to keep trying to wear their glasses all day (full-time)
- reassure your child that it's normal to find their glasses blurry at first. This is as their eyes adjust to the power of the lenses. It can take up to three months for their eyes to adjust.

Your child will need to bring their glasses to all their hospital eye appointments.

Please make sure you discuss the treatment in detail with the clinicians. Ask them to explain anything you have not understood.

If the glasses are not worn, our clinicians will ask you, as the parent or carer, why not.

We've got a long waiting list. We must make the best use of our treatment time for those in need.

What if the glasses get broken or lost?

It is your responsibility as a parent or carer to take the glasses back to the optician. Most glasses are under guarantee for 12 months against normal wear and tear.

The optician will be able to issue a GOS 4 voucher for a repair or replacement of glasses for up to one year from when the original voucher was prescribed in the hospital.

How often will my child's prescription be checked?

Your child's prescription will be checked at least once a year in the children's eye clinic. This will happen for as long as your child is under the care of the hospital. A new voucher will be issued.

Please visit your chosen optician regularly to ensure the glasses are comfortable and 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 talk to your chosen optician or optical outlet about paying separately for a second pair of glasses. Through your optician, you can also pay for sports glasses, thinner or lighter lenses, sunglasses, or glasses that go dark in sunlight (photochromic lenses). Swimming goggles can also be ordered by your local optician.

We highly recommend that you keep any previous glasses your child has had. These can be used as a spare or 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: Call **020 3312 7683** (08.30 – 16.30, Monday to Friday, except public holidays).

Western Eye Hospital

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

How do I make a comment about my visit?

We aim to provide the best possible service, and staff will be happy to answer any of the questions you may have. 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

Ophthalmology Department
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