

Optometry Department, West of England Eye Unit

## Hospital Spectacle Prescriptions and Vouchers

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### Your Spectacle Prescription (HES2)

A copy of your spectacle prescription has been issued for you to keep and use if you wish to have glasses dispensed. You will need it if you want to obtain spare or private spectacles. **It is valid for up to one year, but this can be extended at the discretion of the Optometrist.**

### Spectacle Vouchers (HES3)

In addition a voucher can be issued if you are entitled to help with the costs of your glasses. See booklet **HC11** or **HC12** for information about entitlement to help with the cost of your glasses. **Please note that there is no automatic entitlement to a voucher at each refraction/sight test visit. A voucher may not be issued if there has not been a significant change in the spectacle prescription.**

Only one voucher per **prescription** for a pair of glasses will be issued. Please keep this safe and hand it to the dispenser/optician when ordering the glasses.

In the event of loss, a replacement voucher can be issued but you will be required to sign a declaration stating that no attempt will be made to use the original voucher should it subsequently be found.

Voucher values are determined by the Secretary of State for Health. The exact value is determined by the power of your prescription. **Each HES3 voucher is valid for a period of up to one year from the date of issue, but this can be extended in the spectacle prescription.**

You can choose where your prescription is dispensed, but if you are under 16, or are registered blind or partially sighted, you must take the prescription to a **registered optician**.

### Spare pairs of glasses

There is **no automatic** entitlement to a spare pair of glasses on the HES voucher scheme. Exceptionally it may be clinically necessary to provide a prescription for a spare pair. Spare pairs of glasses can be discussed with the community dispenser/optician and paid for privately.

### Tinted glasses/extras

Where tinted glasses are considered clinically necessary, a tint voucher will be issued. The value of the tint voucher is the same whether it is for a fixed or changeable tint (transitions/photochromic lenses). **This may not cover the total cost of the glasses** and the difference will have to be **self funded**.

Similarly, the HES/GOS does not fund the extra cost of additional lens coatings such as ultra violet filters, anti reflection coatings nor thinner lens materials. Check with the dispenser/optician regarding the top up cost **before** you order the glasses.

## Complex lens vouchers

Complex lens vouchers are issued for prescriptions with certain high power lenses. If you are entitled to help with the cost of glasses for financial or other reasons a complex lens voucher will not be issued in addition.

## Special facial characteristics supplement

Where a patient's facial characteristics require a frame to be custom made, or specially adapted, a Special Facial Characteristics supplement (SFC) may be issued.

## Small glasses supplement

Where patients require very small glasses (under a specific size) and are under seven years of age a small glasses supplement (SGS) may be issued.

## Repair or replacement

Repairs and replacements paid for by the GOS or HES are not authorised where there is an after sales service, warranty or insurance cover for spectacles which provides full reimbursement

## Repair or replacement for patients under 16

Children under 16 who have had their glasses prescribed by the HES may apply for a repair/replacement voucher (**GOS4**) from any GOS practice. If glasses are beyond repair then a replacement pair can be claimed using this voucher. GOS4 can only be used to repair or replace current spectacles and not older pairs and there is no limit on frequency. The CCG however, will need to be contacted for approval if frequent claims are being made.

## Repair or replacement for patients 16 and over

Patients aged 16 and over will only be eligible for repair and replacements when the loss or breakage was due to illness.

## Questions?

Read booklets HC11 and HC12 or if you still have questions contact:

- **Optometry Department.. 01392 406037**
- **Orthoptic Department.... 01392 406031**

## Abbreviations used

- **GOS** General Optical Service/  
Community Optometrists
- **HES** Hospital Eye Service/Hospital Optician
- **CCG** Clinical Commissioning Group

The Trust cannot accept any responsibility for the accuracy of the information given if the leaflet is not used by RD&E staff undertaking procedures at the RD&E hospitals.

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