

SightWatcher - Mobile Opticians

Patient Information Leaflet: South East Kent and Medway

Your service is provided by SightWatcher Ltd.

We are a Limited Company

Our Directors are Dr Saleh Al-Akily, Umar Vania & Riyaz Jasat.

Our Chief Executive is Dr Saleh Al-Akily

Registered Office: SightWatcher Ltd, 71 – 75 Shelton Street, London, WC2H 9JQ

Contact Us:

Tel: 0333 444 0505

Email: bookings@sightwatcher.com

What services are provided

We provide NHS funded mobile sight tests. If you are eligible for an NHS funded sight test, you may obtain mobile services as follows:

- **At home:** if you are unable to leave home unaccompanied because of physical or mental illness or disability
- **At a residential or care home:** if you normally live there and you are unable to leave the home unaccompanied because of physical or mental illness or disability
- **At a day centre:** if you would have difficulty in obtaining sight testing services from practice premises because of physical or mental illness or disability or because of difficulties in communicating your health needs unaided.

Patients can request services by booking through our online booking system, contacting us via telephone (0333 444 0505), email (booking@sightwatcher.com)

If you have seen a particular practitioner before you may be able to request to see them again.

You qualify for a free NHS funded sight test if you are:

- Aged 60 or over
- Aged under 16
- Aged 16,17 or 18 in full time education
- 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

Help with the cost of spectacles or contact lenses

You may qualify for an NHS optical voucher to help with the cost of your spectacles or contact lenses if you are: claiming certain benefits or on a low income and named on a valid HC2 (full help) or HC3 (partial help) certificate; eligible for an NHS complex lens voucher; aged under 16; or aged 16, 17 or 18 in full time education. You have the right to use your optical voucher with any supplier.

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.

Your rights and responsibilities

As a patient you have the right to be treated by us with fairness and with dignity. We will test your sight using sound clinical practice and using modern techniques and instruments. After your sight test we will give you your optical prescription or a statement that you do not need a prescription

We ask you to give our staff accurate information about the illness or disability which prevents you from being able to go to a high street optician without another person's help. We also ask you to treat our staff with courtesy and to keep to any appointment you have made with us. If you break your appointment without giving us reasonable notice we reserve the right to make a charge.

Your information

We treat all clinical information about your treatment with complete confidentiality, although we may sometimes need to inform your family doctor about our clinical findings during your sight test. We may also need, with your agreement, to refer you to a hospital eye department in which case we will supply them with all the relevant clinical details. We may sometimes need to make your records available to authorised staff from NHS England for whom we provide services. When handling your personal information, we will always abide by the principles of Data Protection laid down by the Information Commissioner's Office.

Complaints

Process: Complaints are acknowledged within 3 working days

Complaint Routes

SightWatcher Ltd

Please address complaints to our complaints manager, Umar Vania:

- Email: umar.vania@sightwatcher.com
- Telephone: 07483 194910
- Post: SightWatcher Ltd, 71-75 Shelton Street, Covent Garden, London, WC2H 9JQ

South East Kent and Medway Integrated Care Board (ICB)

- Email: kmicb.patientexperience@nhs.net
- Tel: 01634 335 095
- Post: Patient Experience Team, 2nd Floor, Gail House, Lower Stone Street, Maidstone, Kent, ME15 6NB

Unresolved Complaints

- Complaints relating to sight tests: Contact the Health Service Commissioner (Ombudsman).
- Complaints relating to spectacles or contact lenses: Contact the Optical Consumer Complaints Service, PO Box 219, Petersfield GU32 9BY.