

Contact information

If you have any questions about any of the information contained in this leaflet please contact:

Clinic 8, Lincoln County Hospital

01522 307180

Monday to Friday 9.00am to 5.00pm

Contact.Lenses@ulh.nhs.uk

Royle Eye Department, Pilgrim Hospital

01205 445626

Monday to Friday 9.00am to 5.00pm

Cashier's Office, Lincoln County Hospital

01522 573046

Monday to Friday 8.00am to 4.00pm

Hospital Maps

<https://www.ulh.nhs.uk/hospitals/lincoln-county/map/>

The Trust endeavours to ensure that the information given here is accurate and impartial.

If you require this information in another language, large print, audio (CD or tape) or braille, please email the Patient Information team at patient.information@ulh.nhs.uk



Contact Lens Clinic Information for Patients

Ophthalmology Departments

Clinic 8, Lincoln County Hospital (01522) 307180
Royle Eye Department, Pilgrim Hospital (01205) 445626
www.ulh.nhs.uk

reserve the right to discharge you from our care. Once discharged, you cannot receive replacement lenses or be seen in the contact lens clinic without a re-referral from your GP.

Do I need to see my own optician?

Contact lens appointments are not a substitute for a full eye examination. We recommend that you attend for a regular eye examination at your own opticians, in addition to attending the contact lens clinic. The only exception to this is if you are under regular review by one of the ophthalmologists in the ophthalmology outpatient clinics.

Do I have to pay for my contact lens(es)?

There is a standard charge for contact lenses supplied by the hospital. This charge is set nationally by the Department of Health under the National Health Service (Optical Charges and Payments) Regulations 1989, amended 2006 and is reviewed annually. The current charge is displayed in the clinic and at the cashier's office.

Different charges apply if you require daily disposable lenses and these will be discussed with you by the contact lens practitioner.

If you require bandage contact lenses or cosmetic contact lenses you will not be required to pay the charge if the lenses have no prescription. Cosmetic or bandage contact lenses which have a prescription to improve vision are charged as normal.

Certain patients are exempt from paying for their contact lens (es). In these circumstances, we are required to issue a voucher which you will need to sign and declare the reason for any exemption of NHS charges. The exemption reasons are listed in leaflet HC12 which is available in the clinic. You will be asked to provide proof of your exemption.

Exemption categories include if you:

- are under 16 years old

- Use saliva to wet your lenses.
- Insert your contact lens(es) if it is damaged or broken in any way.
- Insert your contact lens(es) if your eyes feel irritable or painful; wearing the lens is likely to cause more problems.
- Exceed the wearing time recommended by your contact lens practitioner.
- Sleep whilst your lenses are in, **unless specifically advised** to by your contact lens practitioner.
- Use your lenses for swimming or water sports unless wearing tight fitting goggles.
- Shower or use Jacuzzis, hot tubs, saunas etc. whilst wearing the lenses.
- Change the brand/type of your contact lens solutions unless instructed by a contact lens practitioner.
- Use any eye drops whilst wearing your lenses unless specifically advised it is safe to do so by your contact lens practitioner.

What should I do if I am having problems?

We advise all patients to have a current pair of spectacles to wear when you remove your contact lenses, even if the vision is not as good.

If you experience any pain, discomfort, reduced vision, redness or irritation you should stop contact lens wear straight away and contact the hospital for an urgent appointment in the contact lens clinic; we will always try to see you as quickly as possible.

If you consider your problem to be an emergency, please contact either of the telephone numbers listed on the back page of this leaflet and you will be able to speak to an ophthalmic nurse. If you are unable to contact an ophthalmic nurse you should consider contacting your regular contact lens practitioner, GP or going to the Accident and Emergency Department.

Important do's and don'ts for contact lenses.

The contact lens practitioner will discuss with you any specific requirements for the care of your lens(es).

The following are some general do's and don'ts for contact lens care:

Do:

- Wash and dry your hands before handling your contact lenses.
- Rub, rinse and store your contact lenses in the solutions recommended by the contact lens practitioner. (For single-use contact lenses, these must be discarded after each episode of use). The physical effect of rubbing your lenses is an essential step to removing surface debris and grease and should be done immediately on removing your contact lens from your eye. Delaying the cleaning of your contact lens diminishes the positive effect of the cleaning process and will reduce the life of your lenses. It may cause more irritation and discomfort when worn.
- Your lenses must be stored in **fresh** soaking solution after every use. The soaking solution needs to be changed every day.
- Check that all solutions are in date and discard after the recommended amount of time after opening. **Tip:** Write the date of expiry on the bottle before opening for the first time.
- Once you have inserted your contact lenses, clean your case with your soaking or rinsing solution, wipe clean and leave to air dry.
- Replace your contact lens case every month.
- Insert your lenses before applying make up and remove lenses before removing make up.

Don't:

- Use tap water or any other water on your lenses, or lens case. Sterile saline can be used for rinsing off the remaining cleaning solution.

- are 16, 17 or 18 in full-time education
- need complex lenses (+/- 10 dioptries)
- get or are included in an award of someone getting:
 - Income Support
 - Income-based Jobseeker's Allowance
 - Income-related Employment and Support Allowance
 - Pension Credit Guarantee Credit

If you are on a low income and wish to apply for full or partial exemption, you will need to complete an application form from the benefits agency.

What happens if I have lost or damaged my contact lenses?

If you lose or damage your contact lens you will be charged the full value of your lens for a replacement. This is often more than the standard charge. The following exceptions apply:

- If you are under 16 there is no charge for a replacement lens.
- If you have rigid gas permeable lenses that are older than 12 months the standard charge applies (subject to exemption criteria).

Please note that even if you are exempt from paying for your contact lens initially you will be charged the full value of your lens for a replacement.

Can I have spare contact lenses?

Spare contact lenses are available on request, however, these will be charged at the full price of the lenses. Please discuss this with the contact lens practitioner. You are strongly advised to have a spare set of lenses once your condition has stabilised or have a pair of spectacles. Replacement lens(es) may take some time to arrive and so ordering replacements cannot be relied upon in an emergency.

How do I obtain my care products?

Patients who pay for their contact lenses should purchase their

own contact lens care equipment from a reputable supplier. Unfortunately due to commissioning restrictions it is not possible to purchase supplies from the hospital's Lloyds pharmacy.

Patients who are exempt from paying for their contact lenses are eligible to receive their care products on prescription. These prescriptions can only be redeemed at the outpatient Lloyds pharmacy. Patients will be subject to the standard prescription charge unless they have an exemption.

Do I have to collect my contact lenses or can they be posted to me?

Some patients require an appointment with the contact lens practitioner to collect their contact lenses. Other patients are able to collect their contact lenses from the nurse in charge or have them posted to them. There is a nominal charge to cover postage which will be payable at the time of ordering.

If you are exempt from paying for your contact lenses you will not be able to receive them by post as you are required to sign on collection.

How do I pay for my contact lenses?

You will need to pay for your contact lenses at the cashiers office. The office is located in the west wing of Lincoln County Hospital and you can attend in person or pay over the phone. Contact details for the cashiers office are on the reverse of this leaflet.

You can pay for your lenses by cash, card or cheque.

You will be given two copies of your prescription if you need to pay for your lenses. The first copy is your copy to keep. The second copy that is titled "Hospital Eye Service - Payment Proforma" is to accompany your payment at the cashiers office. The cashier will retain this payment slip and return it to the eye clinic so that your lenses can be ordered. The contact lens practitioner will keep the second copy if you intend to pay over the phone.

Can I order a more expensive lens due to personal preference?

If you wish to have a different lens, other than the lens offered by the contact lens practitioner, you will be required to pay the full price of the lens. This may be considerably more than the standard charge. If you are exempt from payment you will be required to pay the difference between the full price of the lens and the current voucher value. You are advised to speak with the contact lens practitioner for further information.

How do I order further supplies of lenses?

The contact lens practitioner will indicate on your contact lens prescription how long your prescription is valid for. If you require further supplies of lenses before the date on your prescription expires, you can contact the eye clinic. When you are ready to order further lenses please contact the eye clinic using the details on the reverse of this leaflet. Alternatively please email contact.lenses@ulh.nhs.uk.

You should supply your name, date of birth and NHS number and which eye you require your lens for. All of this information is provided on your copy of your contact lens prescription. It is also beneficial to provide the serial number of your contact lens prescription which is printed in red ink in the top right of your prescription.

The nurse in charge of the eye clinic will arrange to send you a copy of your prescription which you can present for payment at the cashiers office. If you have an exemption from payment you will be required to provide evidence of this prior to any order being placed. Please see the previous sections of this leaflet for further details.