

Frequently Asked Questions:

My Child Needs Glasses Information Leaflet

Orthoptic Department Tel: 0208 546 7711 Extension 2637 answerphone

What do I do if my child breaks or loses his/her glasses?

- As Standard each child is entitled to **one** voucher each year. Kingston Hospital guarantees the prescription on this voucher for 12 months. The voucher must be used within six months of issue. To have glasses repaired or replaced please return to the Optician that made the glasses.
- Broken/lost frames are covered under a repair/ replacement voucher called an GOS4 Form available at the Optician. Further vouchers are not required unless the date on the voucher is out of date. Further information can be obtained from your Optician. Optician policies for repair/replacement can vary.

My child's glasses are too small. Do I require another voucher?

- No. It is the responsibility of the Optician to provide appropriate frames that fit your child correctly. If your child requires new frames as they have outgrown their frames within the first 6 months please return to the Opticians for the glasses to be replaced.

Useful tips on choosing a pair of glasses for your child.

- Shop around; some opticians are better catered for children than others.
- Choose an inexpensive pair. Glasses for various reasons may need to be changed earlier than anticipated, and on occasion if they need repairing.
- Plastic frames tend to be more robust and safer for children as they are often harder to break. However, some children may find metal frames more comfortable.
- Children often have a much smaller bridge to their nose. In these cases it can cause issues with the fit of glasses. Many children will peer over their glasses. Glasses with larger lenses can prevent them from peering over their glasses. Proper nose pieces instead of in built nose bridges are often better as frames are less likely to slip down their noses and can be adjusted easily.
- A local opticians can be convenient as young children often break their glasses.
- Glasses straps or plugs can be very useful in helping with the fit of glasses by holding them in place and preventing them from slipping down their nose. These can be sourced from many opticians or online.

For any further enquiries please contact the eye clinic on the number above.

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