

The Contact Lens Service FAQ

Who is eligible for contact lenses at the Eye Clinic CHFT?

Contact lenses are provided at the Eye Clinic only when there is a medical need. Usually this is when vision cannot be improved with spectacles but can be improved with contact lenses. The contact lens clinical staff at the Eye Clinic will assess eligibility. Examples of eligibility include some disorders of the cornea, high prescriptions (over +10.00DS/-15.00DS) and "bandage" lenses.

How do I get an initial appointment?

We must receive a referral letter, either from your GP, an ophthalmologist at the Eye Clinic or another hospital.

How do I obtain contact lenses?

You will be assessed in the contact lens clinic to ensure that you are suitable and eligible for lenses. The lens type will be selected according to your medical need. The lenses are often specially made, so you will usually require a separate appointment to have the lenses issued and to receive instruction on lens care and lens handling. Please note that there is a charge for contact lenses unless you can provide us with a copy of your exemption.

How much do spare lenses cost?

Costs can be obtained from the clinic and are reviewed annually. You can request a leaflet to be sent you with all of the payment details on of how you can pay. Please note that there is no exemption from payment for spares.

How do I order replacement lenses?

Please use the following method to contact the contact lens orders department:

- Email: contactlensinfo@cht.nhs.uk

Please note that lenses cannot be ordered until a payment has been made or proof of exemption has been seen.

How long will it take to obtain replacement contact lenses?

This depends on the complexity of the lens and the individual manufacturer, but typically:

- Rigid gas permeable (corneal) lenses take two to six weeks
- Hybrid lenses can take four to five weeks
- Cosmetic soft contact lenses take two to six weeks

How do I insert, remove and care for my lenses?

Patients are taught how to handle and look after their contact lenses and detailed written instructions are can be provided.

If you require further clarification, please email: contactlensinfo@cht.nhs.uk

Can my GP prescribe solutions?

No – your GP can prescribe eye medication, but is prohibited from prescribing contact lens solutions.

Should I wear my contact lenses to the appointment?

Yes, if you can tolerate your lenses, we would like to assess the effect of the lenses on your eyes.

What happens if I do not keep my appointments?

Please contact the appointment centre in advance if you need to cancel your appointment on **01484 355370**

Patients will be discharged if they fail to attend two consecutive contact lens clinic appointments.

What happens if I am discharged?

- If you are not a current patient, you will not be able to obtain contact lenses or contact lens solutions from the hospital, nor can you be seen in the clinic unless you are re-referred by your doctor.
- If you are discharged from the hospital and continue to wear contact lenses, it is essential that you are under the care of a contact lens practitioner.

Copy of contact lens specifications

The hospital can supply a copy of your contact lens specifications once your contact lens fitting is complete. This is usually after you have been reviewed in the clinic, wearing the lenses for a minimum of three months after issue

What do I do if I have a problem with my contact lens?

Please email: contactlensinfo@cht.nhs.uk

Phone: **01484 222265** or **01484 355370**

Or ask when you attend the clinic for your booked appointment.

What do I do in the case of an emergency?

If your problem is an emergency, for example if your eye suddenly becomes red, painful or your vision suddenly becomes worse:

- You should attend your local opticians that has a PEARS scheme service or your GP.
- The A&E department at Calderdale Royal Hospital and Huddersfield Royal Infirmary will see casualties and, if necessary will arrange an appropriate referral.

It is important to let the staff know if you are wearing an extended wear lens (e.g. regular overnight wear) or a bandage (therapeutic) contact lens.

If you have any comments about this leaflet or the service you have received you can contact :

Ophthalmology Department

Telephone: 01484 355085

www.cht.nhs.uk

If you would like this information in another format or language contact the above.

Potřebujete-li tyto informace v jiném formátu nebo jazyce, obraťte se prosím na výše uvedené oddělení

Jeżeli są Państwo zainteresowani otrzymaniem tych informacji w innym formacie lub wersji językowej, prosimy skontaktować się z nami, korzystając z ww. danych kontaktowych

ਚ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਪ੍ਰਾਚੂਪ ਜਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਉਪਰੋਕਤ ਵਿਭਾਗ ਵਿੱਚ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

اگر آپ کو یہ معلومات کسی اور فارمیٹ طرزبان میں درکار ہوں، تو برائے مہربانی مندرجہ بالا شعبے میں ہم سے رابطہ کریں۔

"إذا احتجت الحصول على هذه المعلومة بشكل مغاير أو مترجمة إلى لغة مختلفة فيرجى منك الاتصال بالقسم المذكور أعلاه"