

**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.**

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

* **Aged under 16**
* **Aged 16,17 or 18 in full time education**
* **Aged 60 or over**
* **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**
* **A prisoner being seen outside prison**

 **You qualify for an optical voucher which provides financial help towards the cost of your spectacles or contact lenses if you are:**

* **Aged under 16**
* **Aged 16, 17 or 18 in full time education**
* **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**
* **A prisoner being seen outside prison**

***NHS funded sight tests and optical voucher entitlements***

***Complaints***

**If you would like to make a complaint, please contact Francesca Lewis at Cartwrights Optometrists, 41-43 Manchester Road, Denton, ManchesterM34 3JU, 01613363726, cartwrightsopticians@outlook.com. Alternatively you can contact the NHS England complaints service at PO Box 16738, Redditch B97 9PT, Tel: 0300 311 22 33 or email** **england.contactus@nhs.net** **with *‘For the Attention of the Complaints Manager’* in the subject line. Your complaint will be acknowledged within 3 working. If your complaint relates to your sight test and you are not happy with how your complaint has been handled either by us or by the NHS England, you have the right to take your complaint to the Health Service Commissioner (Ombudsman). If your complaint relates to your spectacles or contact lenses you should contact the Optical Consumer Complaints Service, 6 Market Square, Bishop Stortford, Hertfordshire, CM23 3UZ.  Tel: 0344 800 5071. Email:** **enquiries@opticalcomplaints.co.uk** **Web:www.opticalcomplaints.co.uk**

NHS funded sight tests are available in this practice

***Eye care services***

***Information for patients Patients PpPatient patients***