

ICB toolkit: CYP SEND sight testing service specification

Commissioning standard and service specification for sight testing and dispensing of spectacles to children and young people with special educational needs and disabilities (SEND) in special educational settings across England



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Introduction and background

1. The [NHS Long Term Plan \(2019\)](#) set out a commitment to provide sight tests for children and young people with learning disabilities and autism in residential special educational settings (SES).
2. While the NHS Long Term Plan commitment related specifically to children and young people in residential SES, NHS England – in conjunction with the Department for Health and Social Care (DHSC) – announced on 19 June 2023 that the [sight testing service will be extended to day schools](#).
3. This commissioning standard and service specification should be read alongside relevant legislation and professional guidance pertaining to the conduct of a sight test, which is the same clinical standard in all settings, including optical practices, private homes, and SES.
 - See [The Sight Testing \(Examination and Prescription\) \(No. 2\) Regulations 1989](#) at legislation.gov.uk.

SES sight testing and dispensing service summary

4. All children and young people in residential and day SES are to be offered an annual sight test, unless a more frequent interval is clinically indicated.
5. Contractors, in co-operation with the SES, must obtain written consent from pupils/parents/carers/guardians prior to each sight test/first appointment with the child or young person. Provision must be made for any parents/carers/guardians to attend the sight test and selection of frames if they wish to do so.
6. Financial support towards the cost of glasses/lenses to be available, using general ophthalmic services (GOS) vouchers.
7. Each pupil who requires corrective lenses to be offered either:
 - a range of suitable frames from which to select
 - an NHS optical voucher to use on the high street
8. Each pupil to be provided with an eye health outcome and vision report. A template report is included in appendix D.

Service specification overview

9. The commissioner, following a procurement process, will award contracts setting out the contractual requirements and specifying the SES in which the contractor will provide sight testing and dispensing to meet the pupils' eye care needs.
10. In delivery and management of the SES sight testing service, the contractor will be expected to engage with:
 - Commissioners
 - the local eye health network (where they exist)
 - local optical committees
 - secondary care providers
 - parents/carers/guardians
 - children and young people attending the SES
 - the SES school staff

The intention is to build good relationships, especially with parents/carers, share information and develop a wider understanding of visual challenges for children and young people in a SES setting.

11. The contractor will identify a named individual or role in their practice/organisation as a point of contact for the SES and identified within their contract, including for safeguarding purposes.
12. The contractor will also work collaboratively with other relevant providers as identified by the commissioner, to support the care and or treatment of children and young people attending the SES specified in their contract, where active consent to care has been received.
13. Should a commissioner have available additional funding, they may offer financial support to contractors to help cover startup costs, at commencement of contract. This is wholly dependent on funds being available and may differ across England.

Contract type and length

14. The service will be contracted via a nationally amended additional services contract. Amendments will be that an any qualified provider (AQP) model is not applicable within an SES setting and the contract will be commissioned via the provider selection regulations with all contracts being time limited. Contracts must also specify the named school(s) where service provision will be provided along with the duration of the contract.

15. The SES sight testing model contract will run for a term to be agreed between the commissioner and contractor. The terms and conditions for the termination of contracts, by either the contractor or commissioner, are set out within the [GOS Contract Regulations 2008](#).

Accessibility and service hours

16. The service will be flexible and responsive to individual pupil needs in accordance with the Equality Act 2010 and the NHS and Social Care Act 2008. The SES is responsible for providing accessible premises, including wheelchair access.
17. The contractor will ensure there is a choice of appointments, within reason, to accommodate pupils' educational needs and to facilitate parents/carers/guardians attending the appointments. Appointments will need to be conducted within SES opening times.
18. Where a child/young person is a resident at the SES, consideration should be given to conducting appointments outside of educational hours if this would better accommodate the pupils' needs and enable parents/carers/guardians to attend.
19. The contractor will be required to participate in any patient satisfaction questionnaires implemented by the commissioner.

Remuneration

20. The sight test fee is £85.

Contractor responsibilities

21. Eligibility to hold an SES sight testing model contract is restricted to contractors who can demonstrate they meet the service, professional, training and quality requirements.
22. The contractor, as named in the SES sight testing model contract, is responsible for ensuring that qualified clinical staff are available to deliver the service at the frequency and times agreed with the SES. Any party employed or subcontracted by the contractor for the provision of services must meet all the professional registration and training requirements.
23. Optometrists, orthoptists, and dispensing opticians must hold a current qualification and be registered with, and approved by, the appropriate regulatory bodies. While their qualification ensures competency in core areas, including working with children, young and vulnerable people, additional training requirements are specified below.

24. The contractor must ensure that clear, legible, and contemporaneous patient records are maintained, in line with clinical professional requirements.

Contractor equipment

25. The contractor will ensure that they have the relevant infrastructure to undertake face-to-face clinics for pupils in an SES, including the equipment required to meet the clinical standards for a sight test. Suitable adaptations and reasonable adjustments should be in place to allow a full sight test to be undertaken with all children and young people.
26. A suggested list of equipment requirements is included in Appendix G.
27. While mobile equipment is preferred, and should be made available by the contractor, the contractor may – with the express agreement of the SES – store their equipment within the SES premises if this:
- a) can be accommodated
 - b) is appropriate/required to meet the needs of SEND children and young people attending SES

SES engagement

28. Commissioners must engage with all SES within their geographical boundaries to understand the potential for an SES sight testing service under this standard and define all relevant SES within any tender documentation. The output of SES engagement should be to:
- promote uptake of the SES sight testing service
 - determine the number of SES agreeing to an SES sight testing service
 - determine the total potential number of SEND children and young people attending SES who may then be treated under a subsequent contract (subject to active patient consent).
29. Commissioners should ensure that all schools are clear on the terms and conditions associated with this commissioning standard and service specification. Commissioners should give due consideration to the eye care pathway required by children and young people in SES to order to minimise the potential for duplication of effort across primary and secondary care.

30. Contractors will be expected to build strong relationships with the SES and the wider SES community to promote both the availability of the service and wider understanding of eye health challenges for SEND children and young people attending SES.

Consent

31. This service will operate, for all clinical and dispensing aspects of this service specification, an opt-in consent policy. Contractors, in co-operation with the SES, must obtain written consent from parents/carers/guardians prior to each sight test/first appointment with the SEND child or young person. The forms will request:
- consent to SES sight testing
 - consent to the use of treatments (for example, eye drops) and equipment as part of the sight test, and as determined by the professional conducting the sight test against the established clinical standard
 - consent to dispensing, should the GOS 3 voucher be issued and redeemed by the SES contractor
 - information about the child's or young person's eye care history, including under GOS or any history of previous or active secondary eyecare being received
 - wider medical history of the SEND child or young person, as relevant to any potential eyecare under the SES sight testing service
32. The contractor will ensure that relevant resources (for example, leaflets, factsheets, etc) are provided in an appropriate format and used as part of the consent process.
- This is to ensure that all parties – both parents/guardians and, where appropriate, individuals – have all available information about the sight test and the benefits it offers.
- Ophthalmic professionals working in the service shall be sufficiently knowledgeable to answer any questions with confidence.
33. Secondary and primary eye care professionals, where operating in parallel in the treatment of SEND children and young people attending SES, should remain in regular contact to ensure the eye care needs of the child/young person remain fully met after commencement of any SES sight testing.

Sight testing

34. SES sight testing must be conducted in accordance with regulations and guidance. The testing of sight is defined by the [Opticians Act 1989, section 36\(2\)](#), as:

Determining whether there is any and, if so, what defect of sight and of correcting, remedying or relieving any such defect of an anatomical or physiological nature by means of an optical appliance prescribed on the basis of the determination.

35. The [Sight Testing \(Examination and Prescription\) \(No2\) Regulations 1989](#) state that the clinical tests require the practitioner to:

Perform, for the purpose of detecting signs of injury, disease, or abnormality in the eye or elsewhere:

1. An examination of the external surface of the eye and its immediate vicinity,
2. An intra-ocular examination, either by means of an ophthalmoscope or by such other means as the doctor or optometrist considers appropriate,
3. Such additional examinations as appear to the doctor or optometrist to be clinically necessary.

36. Subject to regulatory change, all SEND children and young people attending an SES will be eligible for NHS funded sight tests and optical vouchers, including repairs and replacements, set out under the [Primary Ophthalmic Services Regulations 2008](#).
37. All pupils must be offered an annual sight test (unless a more frequent interval is clinically indicated) with parent/carer/guardian consent. Parents/carers/guardians must also be offered the opportunity to attend this appointment.
38. The practitioner must establish the date of the patient's last sight test, regardless of the setting in which it was conducted. If the date falls within the annual interval, the practitioner should use their clinical judgement to determine whether to proceed with the sight test and clearly document the rationale in the patient record.

Spectacle dispensing

39. Each pupil who requires corrective lenses should be offered financial support towards the cost of any corrective lenses required for their prescription in the form of GOS 3 optical vouchers. Co-payment from the parent/carer/guardian will be required where the total cost of the selected frame and lenses is greater than the GOS voucher value.

40. The pupil and their parent/carer/guardian should determine whether the financial support should be used to select from either:
- the range of frames provided by the SES contractor
 - the range of frames offered in a high street setting
41. Pupils will be entitled to a single pair of glasses as standard.
42. Children and young people attending an SES may require specialist or adapted frames. It will be a contractual obligation to offer genuine choice between an appropriate choice of suitable frames and for these to be provided by the school testing dispensing service.

The range carried by the contractor must be regularly reviewed and updated. If a patient/parent carer wishes to seek frames from the high street an appropriate voucher must be issued for redemption outside of the service.

Second pairs

43. Patients are not automatically entitled to a spare pair of glasses of the same prescription and second pairs should not be provided on a 'just in case' basis.

However, in exceptional circumstances – for example, where a child with a disabling illness is breaking their glasses with such frequency that their education is being disrupted – permission may be sought from the relevant commissioner (FPN713).

Contractors should complete the application form for second pairs (see the [GOS policy book appendix 13.2](#)) and submit to the commissioner for approval.

Repairs and replacements

44. All children and young people up to the age of 25 attending special schools are entitled to repairs and replacements of spectacles. Provision for any repairs and replacements must be made available, where required and within reason, outside of term times.
45. Contractors can claim remuneration for repairs and replacements using GOS 4.
46. The annual assessment will also allow for fair wear and tear to be assessed, and for necessary spectacle repairs and replacements to be addressed, including broken/lost spectacles that have not been previously reported.
47. The contractor should undertake ongoing support with spectacles fitting and appropriate adjustments, where reasonably required. This will support successful

spectacle wear and avoid the need for additional appointments outside of school for this service.

Outcome reporting and information sharing

48. A written outcome report in lay language should be issued to the patient. Where the patient is a child the report should be issued to either a parent, guardian or other adult who has care of the child, a person duly authorised by a local authority to whose care the child has been committed under the Children Act 1989, or, a person duly authorised by a voluntary organisation which is accommodating the child under the provisions of that Act.

The report should also be issued to parents and teachers following every examination, including as part of annual re-checks.

Where spectacles are needed and where there are any ocular or visual concerns, this report should also be sent to the child's GP and paediatrician (where the child is under the care of a paediatrician).

It should also be sent, where relevant, to any secondary care professional under whose care the child/young person is also receiving treatment. This is subject to patient or parent/carer/guardian consent.

49. The outcome report should include details of any spectacle prescription, advice for when spectacles are to be worn and details of any other visual or ocular problems.

Strategies for necessary adjustments to support children or young people with visual or ocular problems should be included. For example, in the case of reduced visual acuity, suggestions for font or image sizes should be provided.

As far as possible, the type and level of refractive error should be explained to parents and teachers. This information should be shared with a qualified teacher for the visually impaired.

50. Similarly, advice around spectacles adaption should be given and where possible ongoing support should be provided to help the child or young person get used to wearing spectacles. In the case of visual field defects, nystagmus, and other relevant conditions, advice for position in the classroom/positioning of work/compensatory head postures should be provided.
51. As previously noted, anyone who has had a change in visual status, a new problem identified, or any concern in accordance with clinical judgment should be referred for

ophthalmological management in line with local arrangements (the child's GP and paediatrician, where appropriate, should be informed of the referral).

52. Efforts should be made to facilitate a good two-way flow of information between the service and local secondary care services to avoid duplication of effort and unnecessary stress to the child or young person.

Professional standards and training for those providing SES sight testing and dispensing

53. Optometrists, orthoptists, and dispensing opticians must hold a current qualification and be accredited by the appropriate regulatory bodies.
54. All clinical staff should complete appropriate safeguarding training, including level 2 safeguarding training, be able to identify a safeguarding lead to contact where safeguarding concerns arise and have a valid enhanced with barred list Disclosure and Barring Service (DBS) certificate for the purpose.
55. All clinical staff must be able to demonstrate competency in working with SEND children and young people attending SES through training/qualifications or equivalent experience.
56. In addition to the core professional requirements, optometrists, and the dispensing optician, will have completed (as a minimum) the following training:
 - 56.1. The Oliver McGowan Mandatory Training in learning disability and autism.
 - 56.2. The provider must ensure that all staff receive training in how to interact appropriately with people with a learning disability and autistic people, at a level appropriate to their role.
57. Staff must also receive appropriate supervision in their role to ensure they demonstrate and maintain competence in understanding the needs of SEND children and young people, including knowing how to support them in the best way.

Onward referral from the SES sight testing service

58. Referrals should be conducted in line with agreed referral pathways as set out by the integrated care board (ICB).
59. If there is a change in visual status or visual ability, then onward referral should be made according to the examining clinician's judgement and up to date advice of their professional bodies or other relevant clinical guidance.

This is likely to be in the case of new or acute pathology identified or suspected because of the in-school visual assessment or cases of pathology or reduced vision not previously investigated by an ophthalmologist.

60. Where a child or young person is under the care of a paediatrician, the paediatrician and GP should be informed of the referral. Where visual deficits of a stable or pre-existing nature are identified in the visual assessment and no further action is required, these should be included in written reports supplied to parents, teachers and any eye and health professionals currently associated with the child/young person.

Safeguarding

61. The contractor will have a named safeguarding lead who:
- will work with the commissioner and local professional networks to ensure compliance with local safeguarding policies and good practice recommendations
 - will ensure staff undertake any necessary safeguarding training
 - has complete awareness of safeguarding, mental capacity and consent issues
62. All staff working under the SES contract must complete annual safeguarding training to the appropriate level.
63. The contractor must have a safeguarding policy in place that meets the commissioner's requirements for safeguarding children and young people.

Performance and activity reporting

64. The contractor should adhere to the contract monitoring and quality improvement indicators as set out in appendix A.
65. Providers will be expected to engage on the provision of evidence data which support the quality improvement indicator.
66. There is a requirement that all contractors will contribute to any evaluation of the service to pupils, by participating in local or national evaluation activities. These will be kept to a minimum by commissioners and sufficient notice will be provided.
67. Commissioners will complete an SES sight testing section in the monthly primary care activity report (PCAR).
68. All data captured nationally and locally will support any ongoing evaluation of the service.

Appendix A: Quality improvement indicators

Quality indicators

Quality indicators will be collected on a retrospective annual basis at the start of each academic year and cover the previous academic year September to August or from the commencement of the contract.

Quality indicator	Objective	Data source
Number, expressed in a percentage, of the school pupil population that have received a GOS sight test	To ensure that all pupils have received a sight test	Department of Education annual school population data Number of transmitted SES claim forms for unique patients
100% of all pupils tested to have a signed consent form	To ensure adherence to the legal requirements of consent as set out in the service specification	SES claim form
100% of all pupils tested to have an eye health outcome report	To ensure outcome requirements are reported and disseminated to all relevant parties, enhancing the overall pupil outcome post sight test	SES claim form
Number of referrals to secondary care or other providers	To monitor and understand referrals rates into secondary care or other providers	Number of transmitted SES claim forms and referrals for unique patients

Contract monitoring

Contract monitoring data will be collected on a quarterly basis from commencement of contract.

Contract monitoring indicator	Objective	Data source
Number of appointments cancelled. 1. Contractor cancelled; 2. School cancelled; and 3. Patient/guardian cancelled	Ensuring consistent service provision for pupils in schools	Declaration from the contract and school, cross referenced against school visitor reporting book
Proportion of pupils who require spectacles who were provided with spectacles within the voucher value i.e. at no additional cost to the patient/parent or guardian	To monitor whether current voucher values are sufficient to provide spectacles for this cohort	GOS 3 data. When claiming the voucher contractors are required to indicate if cost exceeds voucher value and the value that it exceeds this

There is ongoing national work to determine the denominators within each data field and reporting mechanisms

Appendix B: Pre-appointment questionnaire (for parent/carer/guardian) – template

Sight testing and dispensing service in special educational settings

Pre-appointment questionnaire

Thank you for taking the time to fill out this questionnaire. It will provide valuable information to the eye care team.

Before you start, please read the information leaflet that should have been provided along with the questionnaire. This gives you more information about the sight testing and dispensing service, what the child/young person can expect to happen during the sight test and any follow up appointments, how glasses will be provided, and next steps following the sight test.

Completing the questionnaire

The questionnaire is set out in 3 sections:

- Part 1 Consent
- Part 2 What the eye care team needs to know
- Part 3 Other information that the eye care team would find useful

The most important information is set out in parts 1 and 2 of the questionnaire. Part 1 asks you to give consent for the child/young person to have a sight test and glasses fitted, and for sharing the written report. The eye care team needs to have parental consent before going ahead with the sight test. If you feel unable to give consent, you can use the form to ask to speak to someone about the service. Part 2 asks for information that the eye care team needs to make the sight test and dispensing of glasses (if required) a positive experience and understand what is already known about the eye health and vision of the child/young person

Don't worry if you are unable to complete part 3. Simply fill out as much as you can. We appreciate that at times there can be a lot of paperwork to complete. Part 3 gathers further useful information that will help the eye care team to provide the best possible service.

Returning the questionnaire

When completed, please return this to the [school/college] at [SES to provide further details]

What happens next

The eye care team will confirm the date of the sight test. If the child/young person wears glasses, it would be useful to see these at the sight test. It would also be helpful to see a copy of the prescription from their last sight test, at an optician or a hospital.

Part 1 – Consent

☐ I have read the information leaflet about the sight testing and dispensing service.

I have parental responsibility for:

Full name	
Preferred pronoun (e.g. he, she, they)	
Date of Birth	
Residential address and postcode	

Please tick the boxes below that you are content with. This could be more than one.

- ☐ Yes, I give permission for them to receive a sight test at the [school/college].
- ☐ Yes, I give permission for them to have glasses fitted.
- ☐ Yes, I give permission for the eye care team to put drops in their eyes if necessary. The drops make it easier to see into the eye through the pupil.
- ☐ I do not feel able to give consent now but would like to speak to someone about the service.

After the sight test, the eye care team will send you and the [school/college] a written report. It will have results of the sight test and information about the child/young person’s vision and eye health.

If the sight test has identified an issue that needs to be investigated by a medical practitioner, the report will state where the referral has sent and the reasons for it.

If the Optometrist needs to make a referral, or identifies a need to make a referral, they will discuss this with you prior to the referral.

The report will also suggest ways to help support their vision in the classroom and at home.

I give permission for the eye care team to also share the written report with their:

- ☐ GP
- ☐ Paediatrician (if currently receiving care)
- ☐ Hospital (if currently receiving care)
- ☐ Qualified Teacher of Visual Impairment (QTVI)

Your details

Name	
Relationship to child/young person	
Phone number	
Email address	
Attendance	<input type="checkbox"/> I would like to be invited to attend the appointments

.....

Your signature

.....

Today’s date

Part 2 – What the eye care team needs to know

Eye care history: Visits to the hospital

Has the child/young person ever been to the eye clinic in a hospital?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know (If No or Don't Know, go to the next section, Eye care history: Visits to the optician)
If yes, what was the problem and how was it treated?	
Hospital care status	<input type="checkbox"/> Ongoing <input type="checkbox"/> Discharged
Name of the hospital	
Date of the last appointment	
Date of the next appointment	
Can the eye care team contact the hospital to access the child/young person's eye history?	<input type="checkbox"/> Yes <input type="checkbox"/> No (Access to previous records can help the eye care team provide a better service)

Eye care history: Visits to the optician

Has the child/young person ever had a sight test at an optician or at home?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know (If No or Don't Know, go to the next section, Glasses)
If yes, name and address of the current optician/optometrist?	
Date of the last sight test	
Date of the next sight test	
Can the eye care team contact the optician to access the child/young person's eye history?	<input type="checkbox"/> Yes <input type="checkbox"/> No (Access to previous records can help the eye care team provide a better service)

Glasses

Has the child/young person been prescribed glasses by an optician or from the eye clinic at a hospital?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know (If No or Don't know, go to the next section, other eye information)
Have they been given a patch for their glasses?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know
Does your child wear their glasses as required?	<input type="checkbox"/> Always <input type="checkbox"/> Most of time <input type="checkbox"/> Sometimes <input type="checkbox"/> Rarely <input type="checkbox"/> Never <input type="checkbox"/> Don't know

<p>If not always, please provide some further details about what they find challenging?</p>	
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Details of the child/young person's GP

<p>Name of GP (doctor or practice)</p>	
<p>GP practice address</p>	

Eye information about the child/young person

<p>Please provide any other information you wish to share with the eye care team such as blurred vision or changes to vision.</p>
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Part 3 – Other information that the eye care team would find useful

Health information

Does the child/young person have any health problems or disabilities?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know
If yes, please provide further information:	
Do they take any medication?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know
If yes, please provide further information:	
Do they have any allergies?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know
If yes, please provide further information:	

Has anyone in your family had eye problems?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know
If yes, please provide further details. For example, did anyone wear glasses as a child, had a squint (strabismus), a patch over an eye, or have an eye condition?	
Who	Eye issue

Part 4 – Additional Key Questions

These questions may not be applicable to your child but are used to help us identify if they might have problems with their vision that are due to their brain rather than their eyes – known as CVI – cerebral visual impairment.

1. Does the child/young person have difficulty walking down stairs	<input type="checkbox"/> No <input type="checkbox"/> Sometimes <input type="checkbox"/> Often <input type="checkbox"/> Always <input type="checkbox"/> N/A
2. Does the child/young person have difficulty seeing fast-moving objects?	<input type="checkbox"/> No <input type="checkbox"/> Sometimes <input type="checkbox"/> Often <input type="checkbox"/> Always <input type="checkbox"/> N/A

<p>3. Does the child/young person have difficulty seeing something that is pointed out in the distance?</p>	<input type="checkbox"/> No <input type="checkbox"/> Always	<input type="checkbox"/> Sometimes <input type="checkbox"/> N/A	<input type="checkbox"/> Often
<p>4. Does the child/young person have difficulty locating an item of clothing in a pile of clothes?</p>	<input type="checkbox"/> No <input type="checkbox"/> Always	<input type="checkbox"/> Sometimes <input type="checkbox"/> N/A	<input type="checkbox"/> Often
<p>5. Does the child/young person find copying words or pictures time-consuming and difficult?</p>	<input type="checkbox"/> No <input type="checkbox"/> Always	<input type="checkbox"/> Sometimes <input type="checkbox"/> N/A	<input type="checkbox"/> Often

Communication needs

<p>Please provide information about the child/young person's communication needs</p>

Please indicate if your child uses any of the methods below to communicate and describe any other ways you might communicate with your child if appropriate?			
Makaton	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Other ways:
An interpreter	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Pictures	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Gestures	<input type="checkbox"/> Yes	<input type="checkbox"/> No	

Thank you very much for completing the questionnaire. This will help the eye care team to provide the best eye care possible for your child.

NHS England would like to express their gratitude to SeeAbility and the Ulster University for their initial help in creating the pre and post assessment paperwork.

Appendix C: Pre-appointment questionnaire – for patients – template

Sight testing and dispensing service in special educational settings

Pre-appointment questionnaire

Thank you for taking the time to fill out this questionnaire. It will provide valuable information to the eye care team.

Before you start, please read the information leaflet that should have been provided along with the questionnaire. This gives you more information about the sight testing and dispensing service, what you can expect to happen during the sight test and any follow up appointments, how glasses will be provided, and next steps following the sight test.

Completing the questionnaire

The questionnaire is set out in three sections:

- Part 1 Consent
- Part 2 What the eye care team needs to know
- Part 3 Other information that the eye care team would find useful

The most important information is set out in parts 1 and 2 of the questionnaire. Part 1 asks you to give consent to have a sight test and glasses fitted, and for sharing the written report. The eye care team needs to have parental consent before going ahead with the sight test. Part 2 asks for information that the eye care team needs to make the sight test and dispensing of glasses (if required) a positive experience and understand what is already known about your eye health and vision.

Don't worry if you are unable to complete part 3. Simply fill out as much as you can. We appreciate that at times there can be a lot of paperwork to complete. Part 3 gathers further useful information that will help the eye care team to provide the best possible service.

Returning the questionnaire

When completed, please return this to the [school/college] at [SES to provide further details]

What happens next

The eye care team will confirm the date of the sight test. If you wear glasses, it would be useful to see these at the sight test. It would also be helpful to see a copy of the prescription from your last sight test, at an optician or a hospital.

Part 1 – Consent

☐ I have read the information leaflet about the sight testing and dispensing service.

My name	
My date of birth	

Please tick the boxes below that you are content with. This could be more than one.

- ☐ Yes, I consent to receive a sight test
- ☐ Yes, I consent to having glasses fitted.
- ☐ Yes, I consent for the eye care team to put drops in my eyes if necessary.

After the sight test, the eye care team will send you and the [school/college] a written report. It will have results of the sight test and information about your vision and eye health.

If the sight test has identified an issue that needs to be investigated by a medical practitioner, the report will state where the referral has sent and the reasons for it.

The report will also suggest ways to help support your vision in the classroom and at home.

I give permission for the eye care team to also share the written report with my:

- ☐ GP
- ☐ Paediatrician (if currently receiving care)
- ☐ Hospital (if currently receiving care)
- ☐ Qualified Teacher of Visual Impairment (QTVI)

.....
Your signature

.....
Today's date

Part 2 – What the eye care team needs to know

Eye care history: Visits to the hospital

Have you ever been to the eye clinic in a hospital?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know (If No or Don't Know, go to the next section, Eye care history: Visits to the optician)
If yes, what was the problem and how was it treated?	
Hospital care status	<input type="checkbox"/> Ongoing <input type="checkbox"/> Discharged
Name of the hospital	
Date of the last appointment	
Date of the next appointment	
Can the eye care team contact the hospital to access your eye history?	<input type="checkbox"/> Yes <input type="checkbox"/> No (Access to previous records can help the eye care team provide a better service)

Eye care history: Visits to the optician

Have you ever had a sight test at an optician or at home?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know (If No or Don't know, go to the next section, Glasses)
If yes, name and address of the current optician/optometrist?	
Date of the last sight test	
Date of the next sight test	
Can the eye care team contact the optician to access your eye history?	<input type="checkbox"/> Yes <input type="checkbox"/> No (Access to previous records can help the eye care team provide a better service)

Glasses

Have you been prescribed glasses by an optician or from the eye clinic at a hospital?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know (If No or Don't know, go to the next section, other eye information)
Have you been given a patch for your glasses?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know
Do you wear your glasses as required?	<input type="checkbox"/> Always <input type="checkbox"/> Most of time <input type="checkbox"/> Sometimes <input type="checkbox"/> Rarely <input type="checkbox"/> Never <input type="checkbox"/> Don't know

<p>If not always, please provide some further details about what you find challenging?</p>	
---	--

Details of your GP

<p>Name of GP (doctor or practice)</p>	
<p>GP practice address</p>	

Information about your eyes

<p>Please provide any other information you wish to share with the eye care team such as blurred vision or changes to vision.</p>
--

Part 3 – Other information that the eye care team would find useful

Health information

Do you have any health problems or disabilities?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know
If yes, please provide further information:	
Do you take any medication?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know
If yes, please provide further information:	
Do you have any allergies?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know
If yes, please provide further information:	

Has anyone in your family had eye problems?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know
If yes, please provide further details. For example, did anyone wear glasses as a child, had a squint (strabismus), a patch over an eye, or have an eye condition?	
Who	Eye issue

Part 4 – Additional Key Questions

These questions may not be applicable to you but are used to help us identify if you might have problems with your vision that is due to your brain rather than your eyes – known as CVI – cerebral visual impairment.

1. Do you have difficulty walking down stairs	<input type="checkbox"/> No <input type="checkbox"/> Sometimes <input type="checkbox"/> Often <input type="checkbox"/> Always <input type="checkbox"/> N/A
2. Do you have difficulty seeing fast-moving objects?	<input type="checkbox"/> No <input type="checkbox"/> Sometimes <input type="checkbox"/> Often <input type="checkbox"/> Always <input type="checkbox"/> N/A

3. Do you have difficulty seeing something that is pointed out in the distance?	<input type="checkbox"/> No	<input type="checkbox"/> Sometimes	<input type="checkbox"/> Often
	<input type="checkbox"/> Always	<input type="checkbox"/> N/A	
4. Do you have difficulty locating an item of clothing in a pile of clothes?	<input type="checkbox"/> No	<input type="checkbox"/> Sometimes	<input type="checkbox"/> Often
	<input type="checkbox"/> Always	<input type="checkbox"/> N/A	
5. Do you find copying words or pictures time-consuming and difficult?	<input type="checkbox"/> No	<input type="checkbox"/> Sometimes	<input type="checkbox"/> Often
	<input type="checkbox"/> Always	<input type="checkbox"/> N/A	

Communication needs

Please provide information about your communication needs

Please indicate if you use any of the methods below to communicate and describe any other ways you might communicate with you if appropriate?			
Makaton	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Other ways:
An interpreter	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Pictures	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Gestures	<input type="checkbox"/> Yes	<input type="checkbox"/> No	

Thank you very much for completing the questionnaire. This will help the eye care team to provide the best eye care possible for you.

NHS England would like to express its gratitude to SeeAbility and the Ulster University for their initial help in creating the pre and post-assessment paperwork.

Appendix D: Eye health and vision outcome report – template

Sight testing and dispensing service in special educational settings

Eye health outcome report

Full name	
Date of Birth	
Special educational setting	
Date of sight test	
Recommended date of next test	

To raise awareness of any visual needs for the child/young adult we recommend that any visual needs identified are also included on the child/young adult's EHCP.

Sight test outcomes

New glasses are needed	<input type="checkbox"/> Yes <input type="checkbox"/> No	Part 2
Present glasses are still suitable	<input type="checkbox"/> Yes <input type="checkbox"/> No	Part 2
An issue with the child/young person's vision was identified	<input type="checkbox"/> Yes <input type="checkbox"/> No	Part 3
A referral has been made to a medical practitioner	<input type="checkbox"/> Yes <input type="checkbox"/> No	Part 4
Adjustments and modifications are recommended	<input type="checkbox"/> Yes <input type="checkbox"/> No	Part 5

Summary

Part 1 – Prescription

	Right					Left				
	Sph	Cyl	Axis	Prism	Base	Sph	Cyl	Axis	Prism	Base
Distance										
Near										

Part 2 – Glasses

Children/young people attending a special education setting are eligible for an optical voucher towards the cost of glasses. The voucher may not cover the full cost, in which case a contribution from parents/carers/guardians is required. The optical voucher can also be taken to a high street optician providing NHS services. You can only use each voucher once.

Voucher codes	
Voucher value	
Supplements	

Second pair	<input type="checkbox"/> Yes <input type="checkbox"/> No
What will happen next	

When and how should the glasses be used

Part 3 – Results of the vision tests

<p>Vision</p> <p>How well the person can see without glasses.</p> <p>Visual acuity</p> <p>How well the person can see with glasses (if applicable).</p>	
---	--

	Issue identified	What this means for the child/young person
Binocular vision and eye movements How well the eyes work together.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Difficult to assess	
	Issue identified	What this means for the child/young person
Visual field How well things can be seen to the side of the central vision.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Difficult to assess	
Contrast sensitivity How well objects are seen against similarly coloured backgrounds.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Difficult to assess	
Cerebral Visual Impairment (CVI) / Visual processing difficulties Caused by problems interpreting visual information in the brain.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Difficult to assess	

Part 4 – Results of the eye health outcome check

Findings from checks of inside and outside of the eyes	
Referral made to	
Reason for referral	
What will happen next	

Part 5 – Adjustments and modifications

Classroom
School environment
Home environment

Part 6 – The eye care team

Name		Job role
Email		
Telephone		

This report has been sent to:			
<input type="checkbox"/>	Parent/carer/guardian	Date Sent	
<input type="checkbox"/>	Special educational setting	Date Sent	
<input type="checkbox"/>	GP	Date Sent	
<input type="checkbox"/>	Hospital	Date Sent	
<input type="checkbox"/>	Paediatrician	Date Sent	

Appendix E: Special educational settings – information sheet for schools – template

Sight testing and spectacle dispensing in special educational settings

Introduction

NHS England and the Department of Health and Social Care have committed to transforming eye care and vision for special educational needs and disabilities (SEND) children and young people in all special educational settings (SES) in England. Following a successful pilot programme involving 83 day and residential SES, a sight testing and spectacle dispensing service will be made available to SES through Integrated Care Boards (ICBs).

Eye care teams, which could consist of optometrists, dispensing opticians, and orthoptists, will deliver the service on the school or college premises. The optometrist will carry out free sight tests, at least annually, and a range of frames will be available to select from. An NHS optical voucher will also be available for further choice, if required, and these can be redeemed on the high street. Financial support towards the cost of glasses/lenses will be available for all SEND children and young people to help towards the cost of glasses if required. The eye care team will also be available to carry out repairs if and when glasses break.

Why is a sight test important?

Some SEND children and young people may not know they have a sight problem or find it difficult to tell people about a change in their vision.

Uncorrected vision can lead to lack of participation in activities or difficulty walking because the environment looks blurred.

Therefore, it is recommended that all children and young people have their eyes checked every year, or more often if needed, to identify the condition of their sight.



Research has shown that children with a learning disability and/or autism are 28 times more likely to experience challenges with sight and eye health. Despite this greater need, most children and young people have to attend a hospital eye department for routine services and over 40% have no history of eye care provision.

No child or young person is too disabled to have their eyes checked as you do not have to be able to read or speak to have an eye check. An eye check is for eye health as well as checking if glasses are needed. The eye care team will also be able to check on how a child or young person is using their vision, whether the eyes work together as a pair, how well eye movements are controlled and whether they have brain based visual impairment.

Who will be carrying out the sight tests?

The eye care team is made up of clinicians, usually an optometrist and dispensing optician but other clinicians may also be part of the team:

- **Optometrists** will examine the student's eyes to check they are healthy and see whether glasses would be beneficial.
- **Dispensing Opticians** will take the facial measurements and facial characteristics of the children/young people who need glasses to make sure they fit properly and are comfortable to wear.
- **Orthoptists** diagnose and treat defects in eye movement and problems with how the eyes work together.

What happens before the sight test?

The service requires consent from the student themselves or a person with parental responsibility. The eye care team will work with the SES to make sure that the student and their parents, carers or guardians have received a copy of an information leaflet telling them about the service and what to expect, and a pre-appointment questionnaire. This covers consent and relevant eye and health information and history.

What happens during the sight test?

The eye care team will deliver the service on the SES premises and if required, the student will be accompanied by a chaperone from the school the whole time. Parents, carers or guardians are welcome to attend the appointment if they wish. The student will be helped to feel safe and comfortable during the sight test.



The eye care team will look at:

- how well the student sees and whether they need to wear glasses
- how the eyes focus
- how well the eyes work together and move
- the health of the eyes

There are a range of methods for carrying out the different checks. The eye care team will try the most suitable ones for the student's needs.

Depending on the outcome of the appointment, the eye care team may need to refer the student to other eye health professionals for further checks and may occasionally need to see them before their annual check. Parents/carers and the SES will be advised if either of these steps are necessary

What happens after the sight test?

If the student needs glasses, the eye care team will issue an optical voucher and have available a range of frames for the student and their parents/carers/guardians to choose from. The eye care team will be able to advise on, and supply, specialist frames and the dispensing optician will take measurements and consider the facial characteristics of the student to make sure they fit properly and are comfortable to wear. The voucher can also be redeemed at a high street optician.

The eye care team will write a report in plain English providing details of the outcome of the sight test, including the prescription, whether glasses are needed, a description of any vision issues that has been found, and referral details if applicable. The report will also outline any suggestions for adjustments and modifications to the classroom, school environment or at home that will support the student's vision. The report will be shared with the child/young person, parent/carers and the SES.

What does the SES need to do?

The SES will need to provide a suitable space on the premises for the service to be delivered from. For the service to be a success the SES needs to work collaboratively with the eye care team, to promote the service to students and their parents/carers and help by disseminating materials and questionnaires. It may be beneficial for the eye care team and parents/carers to have a named member of staff who can provide coordination and a point of contact.

How to make a complaint and/or provide feedback to the NHS

You have the right to make a complaint about any aspect of NHS care, treatment or service, and this is written into the NHS Constitution for England published on Gov.UK – www.gov.uk/government/publications/the-nhs-constitution-for-england

The NHS encourages feedback because it is used to improve services. If you wish to share your views and experiences, positive or negative, please contact us at (ICB to complete with details of where to complain/send feedback).

Contact Details

Contractor:

Name:

Telephone Number:

Email address:

Registered address:

Website (if applicable):

Eye care team

[insert details of members of the team]

Name:

Role:

Contact details:

Local commissioning team

[insert contact details]

Appendix F: Special educational settings – Information sheet for patients/parents/carers/guardians – template

Sight testing and spectacle dispensing in special educational settings

Introduction

[Insert name of the SES] will be offering a new sight testing and spectacle dispensing service from [date]. All children and young people will be able to have a free sight test at least once a year.

An eye care team will be delivering the service on the [school or college] premises. The team will check children and young people's vision and examine their eyes to make sure there are no health issues. They will make a referral to other eye health professionals if needed.

The eye care team will offer optical vouchers for children and young people who need glasses. The vouchers provide financial help towards the cost of the glasses. The team will also be available to carry out repairs, if and when glasses break. If the student loses their glasses the eye care team can provide a replacement pair.

Why is a sight test important?

It is recommended that all children and young people have their eyes checked every year, or more often if needed, to identify the condition of their sight. A sight test does two things, checking if glasses are needed and checking the eye health. The team will also be able to check on how a child or young person is using their vision, whether the eyes work together as a pair, how well eye movements are controlled and whether they have brain based visual impairment.

Some special educational needs and disabilities (SEND) children and young people may not know they have a sight problem or find it difficult to tell people that they have noticed a change in their vision.

It is important to correct people's vision. If things look blurred the person can struggle with daily activities, in the classroom or at home.



Research has shown that children with a learning disability and/or autism are 28 times more likely to experience challenges with sight and eye health.

Despite this greater need, most children and young people have to attend a hospital eye department for routine services and over 40% have no history of eye care provision.

No child or young person is too disabled to have their eyes checked. People do not have to be able to read or speak to have an eye check.

Who will be carrying out the sight tests?

The eye care team is made up of clinicians, usually an optometrist and dispensing optician but other clinicians may also be part of the team:

- **Optometrists** will examine the student's eyes to check they are healthy and see whether glasses would be beneficial.
- **Dispensing Opticians** will take the facial measurements and facial characteristics of the children/young people who need glasses to make sure they fit properly and are comfortable to wear.
- **Orthoptists** diagnose and treat defects in eye movement and problems with how the eyes work together.

What happens before the sight test?

The student or a person with parental responsibility must consent to the sight test. Consenting means giving permission. This can be done in writing through the pre-appointment questionnaire which should have been given out with this information sheet. Consent can also be given verbally over the phone.

The pre-appointment questionnaire has two functions. It gathers written consent. It also collects eye and health information about the student. The answers to the questions help the eye care team to deliver the best possible service.

What happens during the sight test?

The eye care team will deliver the service on the [school or college] premises. You will be told in advance when the appointment is due to take place.

If required, the student will be accompanied by a chaperone from the school the whole time. Parents, carers, or guardians are welcome to attend the appointment if they wish.



The student will be helped to feel safe and comfortable during the sight test.

The eye care team will look at:

- how well the student sees and whether they need to wear glasses.
- how the eyes focus.
- how well the eyes work together and move.
- the health of the eyes.

The different checks can be done using a variety of equipment and techniques. The eye care team will try the most suitable ones for the student's needs.

Using eye drops (cyclopentolate) in the eye check

During the appointment, the **Optometrist** may need to put drops in the student's eyes. The drops are used to check if glasses are needed. Most children or young people do not have any side effects afterwards. Some students may find that bright light is uncomfortable or that their vision is blurry. This is because the drops cause the pupils to get larger (dilate). For most, these side effects will wear off after a few hours, but it can take up to 24 hours.

The pre-appointment questionnaire asks for consent to use the drops. If you have any questions about the drops, you will be able to contact the eye care team prior to the appointment to discuss them.

What happens after the sight test?

If the student needs glasses, the eye care team will issue an optical voucher and have available a range of frames for the student and their parents/carers/guardians to choose from. The eye care team will be able to advise on, and supply, specialist frames and the dispensing optician will take measurements and consider the facial characteristics of the student to make sure they fit properly and are comfortable to wear. The voucher can also be redeemed at a high street optician.

The eye care team may need to refer the student to other eye health professionals for further checks. The student, parent/carer and the [school or college] will be given information about the referral, where it has gone (e.g. hospital, GP) and what the concern is.

The eye care team will write a report in plain English providing details of the outcome of the sight test, including the prescription, whether glasses are needed, a description of any vision issues that has been found, and referral details if applicable. The report will also say if the eye care team needs to see the student again before their annual check.

The report will outline any suggestions for adjustments and modifications to the classroom, school environment or at home that will support the student's vision. The report will be shared with the student, parent/carers and the SES.

Can the student have their eyes checked if they already wear glasses or have an existing eye or sight problem?

It is not necessary for the student to have another sight test if they already go to a hospital or opticians for regular sight testing and if they are content to continue to do so. If this is the case, please let us know through the pre-appointment questionnaire mentioned above. If your child is already under a hospital eye department, you should continue to attend these appointments.

How to make a complaint and/or provide feedback to the NHS

You have the right to make a complaint about any aspect of NHS care, treatment or service, and this is written into the NHS Constitution for England published on Gov.UK – www.gov.uk/government/publications/the-nhs-constitution-for-england

The NHS encourages feedback because it is used to improve services. If you wish to share your views and experiences, positive or negative, please contact us at (ICB to complete with details of where to complain/send feedback).

Contact Details

Contractor:

Name:

Telephone Number:

Email address:

Registered address:

Website (if applicable):

Eye care team

[insert details of members of the team]

Name:

Role:

Contact details:

Local commissioning team

[insert contact details]

Appendix G: Suggested equipment list – template

Sight testing and dispensing service in special educational settings

Suggested equipment list

The following equipment list has been developed in collaboration with optometrists and with special educational needs and disabilities:

Sight testing

Test purpose	Suggested equipment
Measurement of Vision	
Resolution acuity test suitable for testing using preferential looking	Cardiff Acuity Cards; or Keeler Acuity Cards; or Peekaboo app
Recognition acuity test with picture targets	Kay Picture Test Cards (singles and crowded); or LEA Symbols Test (singles and crowded); or Kays iSight Test iPad app
Recognition acuity test with letter targets	Sonksen logMAR crowded test cards (singles and crowded); or Keeler logMAR crowded letter cards; or Thomson Vision Toolbox iPad app
Testing vision of people with complex and severe learning disabilities	Bradford Visual Function Box

Contrast sensitivity	<p>Cardiff Acuity Test; or</p> <p>LEA Symbols Low Contrast Test 10M; or</p> <p>Another valid method of assessing low contrast acuity or contrast sensitivity</p>
Equipment for measurement of refractive error	<p>Paediatric Trial Frame full eye; or</p> <p>Paediatric Trial Frame half eye</p>
	Universal Adult Trial Frame
	Cross Cyl set
	Streak Retinoscope 3.6V set
	Portable Focimeter
	Full Aperture Trial Lens set
Equipment for examining internal eye health	<p>Direct Ophthalmoscope, or</p> <p>Panoptic Ophthalmoscope (Welch Allyn 11820 with Lithium Ion handle); or</p> <p>Another appropriate means of examining internal eye health, e.g. portable binocular indirect head-mounted ophthalmoscope</p>
	Volk 20D Lens
Colour vision assessment	<p>Colour Vision Testing Made Easy (CVTME); or</p> <p>Other appropriate means of assessing colour vision</p>

Test of accommodation function (Not amplitude of accommodation. RAF rule or 'push-up' methods of assessing accommodation not appropriate)	UC-Cube; or Visual Fixation System
Binocular vision assessment	Romanes Occluder
	Stick prisms, 10 Base prism
	Stick prisms, 20 Base prism
Stereoacuity test	Frisby Stereotest; or Lang Stereotest; or Another valid means of assessing stereoacuity in SEND children and young people
Sundries	Spectacle Pinhole Occluder
	Toys, torches, cleaner, occluders, pen torch, fixation sticks, cleaning cloths, alcohol wipes, micropore surgical tape
Ocular therapeutic agents	Drops (Cyclopentolate, Fluorescein)

Dispensing

Tool Kit 102	Round screw set
Frame rule	Mirror
Norville Autoflow frame heater	