



York and Scarborough
Teaching Hospitals
NHS Foundation Trust

Glasses for Children

Information for patients, relatives and carers

① For more information, please contact:

Orthoptic Department

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Telephone 01904 726750

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Scarborough, YO12 6QL

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I have been given a voucher, what do I do now?

Your child's glasses prescription is written on this voucher; the voucher tells the optician which lenses to put in the glasses. Take the voucher to any high street optician. Pick the glasses frames and the optician will make the glasses up to our specifications.

What will I get for the voucher?

The voucher entitles you to money towards the cost of the glasses. Some opticians will provide glasses within the price of the voucher; others will say you need to add money towards the voucher, so sometimes it is worth shopping around.

The voucher does not cover the cost of having the lenses 'thinned' or having special coatings put on them, so you may be asked to pay extra for these services.

Choosing suitable glasses

It is essential that the glasses fit correctly to ensure your child does not look over them. The dispensing optician or optometrist will be able to advise you on the best size and style of frame for your child. The type of frame you chose may depend on your child's age; there are frames available to suit children of all ages.

It is likely the glasses may need regular adjustments to keep them fitting well.

What do I do if my child loses or breaks their glasses?

For any repairs or problems with the glasses go back to the same opticians where you got the glasses.

The Optometrist or dispensing optician can fill in an NHS repair form (GOS4). This usually covers the cost of repair or replacement. If you chose more expensive frames or lenses, you may have to contribute towards the cost of repair.

Note: Each optician has their own policy on repairing or replacing frames. It is essential to ask them about this, in particular the cost and how quickly they can undertake repairs or replacements. Opticians are not obliged to repair or replace any glasses that are over a year old.

Is my child entitled to a voucher for a second pair of glasses?

No, the hospital can only issue one voucher per child. You can buy a second pair of glasses, but you will have to pay for the lenses, the frames, and any repairs.

Should my child wear their glasses all of the time?

Yes – unless you have been told otherwise by your orthoptist at the hospital.

What do I do if I am not happy with the fit of the glasses?

If there is a problem with the glasses you should go back to the opticians that made them up. The dispensing optician is responsible for making the necessary adjustments to ensure the glasses fit well.

If you have any concerns or questions about your child's eyesight or problems with wearing the glasses that they have been prescribed, then please contact your Orthoptic Department.

Tell us what you think of this leaflet

We hope that you found this leaflet helpful. If you would like to tell us what you think, please contact:

Sian Jones, Specialist Orthoptist, Orthoptic Department, York Hospital, Wigginton Road, YO31 8HE or telephone 01904 726747

Teaching, training and research

Our Trust is committed to teaching, training and research to support the development of health and healthcare in our community. Healthcare students may observe consultations for this purpose. You can opt out if you do not want students to observe. We may also ask you if you would like to be involved in our research.

Patient Advice and Liaison Service (PALS)

PALS offers impartial advice and assistance to patients, their relatives, friends and carers. We can listen to feedback (positive or negative), answer questions and help resolve any concerns about Trust services.

PALS can be contacted on 01904 726262, or email yhs-tr.patientexperienceteam@nhs.net.

An answer phone is available out of hours.

Leaflets in alternative languages or formats

If you would like this information in a different format, including braille or easy read, or translated into a different language, please speak to a member of staff in the ward or department providing your care.

Patient Information Leaflets can be accessed via the Trust's Patient Information Leaflet website:

www.yorkhospitals.nhs.uk/your-visit/patient-information-leaflets/

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