

Health and Social Services Councils:



Eastern Health and Social Services Council
 19 Bedford Street
 BELFAST BT2 7EJ
 Phone: 028 9032 1230
 Minicom: 028 9032 1285
 Freephone: 0800 3285420



Northern Health and Social Services Council
 8 Broadway Avenue
 BALLYMENA BT43 7AA
 Phone: 028 2565 5777
 Minicom: 028 2565 5777

Health and Social Services Boards:

Eastern Health and Social Services Board
 12-22 Linenhall Street
 BELFAST BT2 8BS
 Phone: 028 9032 1313

Northern Health and Social Services Board
 County Hall
 182 Galgorm Road
 BALLYMENA BT42 1QB
 Phone: 028 2565 3333

Other useful phone numbers:

Central Services Agency
 25 Adelaide Street
 Belfast BT2 8FH
 Phone: 028 9032 4431

Optical Consumer Complaints Service
 PO Box 4685
 London SE1 6ZB
 Phone: 020 7261 1017



Southern Health and Social Services Council
 Quaker Buildings, High Street
 Lurgan BT66 8BB
 Phone: 028 3834 9900
 Minicom: 028 3834 6488



Western Health and Social Services Council
 Hilltop
 Tyrone and Fermanagh Hospital
 OMAGH BT79 0NS
 Phone: 028 252555

Southern Health and Social Services Board
 Tower Hill
 Armagh BT61 9DR
 Phone: 028 3741 0041

Western Health and Social Services Board
 15 Gransha Park
 Clooney Road
 LONDONDERRY BT47 1TG
 Phone: 028 7186 0086



Health and Social Services Councils for Northern Ireland

If you need a sight test, contact a registered ophthalmic optician or optometrist.

Choosing your optician

You can get lists of opticians from:

- Health and Social Services Councils;
- Health and Social Services Boards;
- Central Services Agency;
- Citizens' Advice Bureaux; and
- Yellow Pages.

Free sight tests

You can get free tests if;

- you are over 60;
- you are under 16;
- you are a full-time student under 19;
- you or your partner are getting certain benefits;
- you are on a low income; or
- you have special medical needs which may affect your sight.

Leaflet HC11 which you can get from social security offices, post offices or the Central Services Agency gives more information.

Having your eyes tested at home

If you can't visit your optician for reasons of illness or infirmity you can have your eyes tested at home. This is free of charge for people who get free sight tests. Other people may have to pay.

Your prescription

If you need glasses, your optician will give you a prescription which is usually valid for two years. You can choose where to buy your glasses but

they must be made in line with a registered practitioner's prescription.

If you don't need glasses or your sight hasn't changed, your optician must give you a statement confirming this.

You might want to consider guarantees or service arrangements for repairs or replacements.

Paying for your glasses

You may be able to get help with costs of glasses if:

- you are under 16;
- you are a full-time student under 19;
- you get certain benefits; or
- you need complex lenses.

Opticians' charges vary, so you should shop around.

Your optician can give you more information.

If things go wrong

If you can't keep an appointment, you should tell your optician as soon as possible.

- If you are not satisfied with your sight test, you should talk to your optician.
- If you have any complaints about your glasses, you should talk to the retailer who supplied them.
- You can also complain to the Optical Consumer Complaints Service.

You have a right to take your complaint further. For more information on how to complain about sight tests, prescriptions or glasses, you can contact your Health and Social Services Council.

You have a right to be treated politely and with respect for your privacy and dignity