

Poll Results: Experience eyes tests.

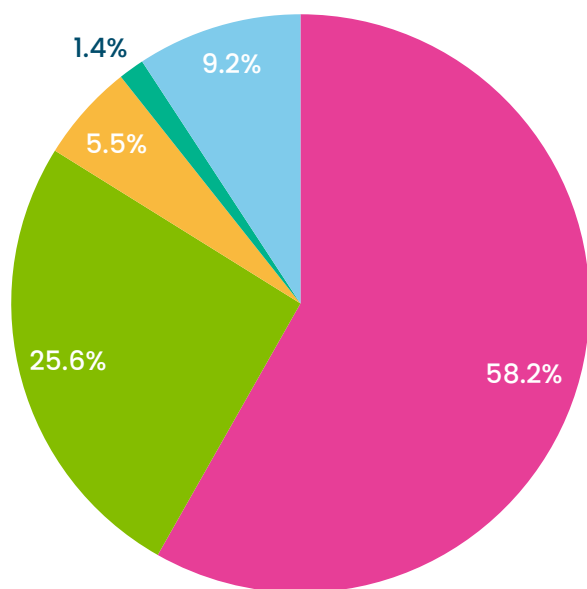
In August 2024, Healthwatch in Sussex sought experiences of having your eyes tested. Eye tests play a huge part in making sure your eyes stay healthy. The NHS recommends you should have your eyes tested every 2 years (more often if advised by your ophthalmic practitioner or optometrist). A detailed explanation of NHS eye tests is available on the [NHS website](#).

359 people from across Sussex shared their views with us. We heard:

- 70.6% of responses are eligible for a free eye test as they are over 60. And 97.5% of responses have an eye test in the last 2 years.
- Not having an eye test has had some negative impact on ability to work or to carry out daily household tasks and some significant negative impact on ability to do the things enjoyed or relationships with others.

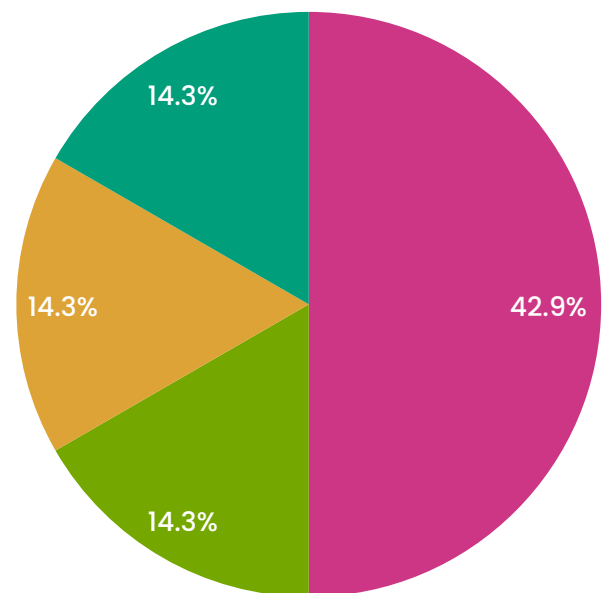
To what extent do you agree or disagree with the following statement:

'I trust an optician to refer me directly to NHS specialist services or tests for any eye condition I might have, without having to see a GP first.'



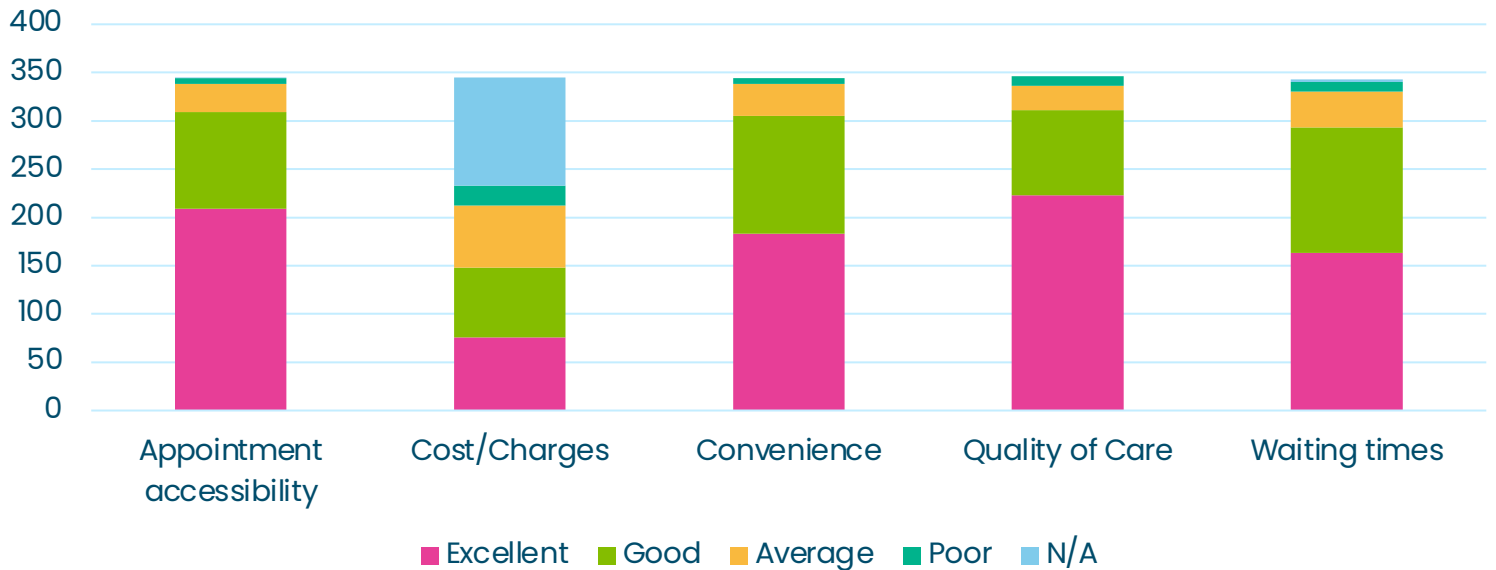
- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- Don't Know

Please tell us why you haven't had an eye test in the last two years



- I chose not to get an eye test
- I can't afford the cost of an eye test
- I couldn't get an appointment at a time I could access
- Difficulty travelling to a service

How would you rate the following aspects of eye tests based on your experience:



Respondents to our poll told us they would like to see:

Cost

"More emphasis on cost saving. Eg. offering to reglaze existing frames rather than supplying new at each test"

"The cost of my new glasses was very expensive ."

Upselling

"Not feeling under pressure to buy glasses from the same place that the test takes place"

"Less focus on selling frames, more on explaining eye conditions"

Appointments

"Shorter waiting times to get an appointment."

"The eye test was thorough, but my newly discovered eye condition (AMD) was not explained in any depth at all. I would like to have information to take away and proper verbal advice."

"The opportunity for the optometrist to make a direct referral to the Eye Clinic and information to be shared."

Referrals

"Clarify the link between opticians and hospital eye services. The referral system needs to more clearly explained to patients."

"The opportunity for the optometrist to make a direct referral to the Eye Clinic and information to be shared."

Tell us your experience

We always want to hear more about people's experiences of health and care services. Share your story with your local Healthwatch:

Healthwatch Brighton & Hove: info@healthwatchbrightonandhove.co.uk or 01273 234 040

Healthwatch East Sussex enquiries@healthwatcheastsussex.co.uk or 0333 101 4007

Healthwatch West Sussex helpdesk@healthwatchwestsussex.co.uk or 0300 012 0122