

**It's a wonderful world.  
We'll help you see it that way.**

LENS REPLACEMENT & CATARACT SURGERY

**OpticalExpress**



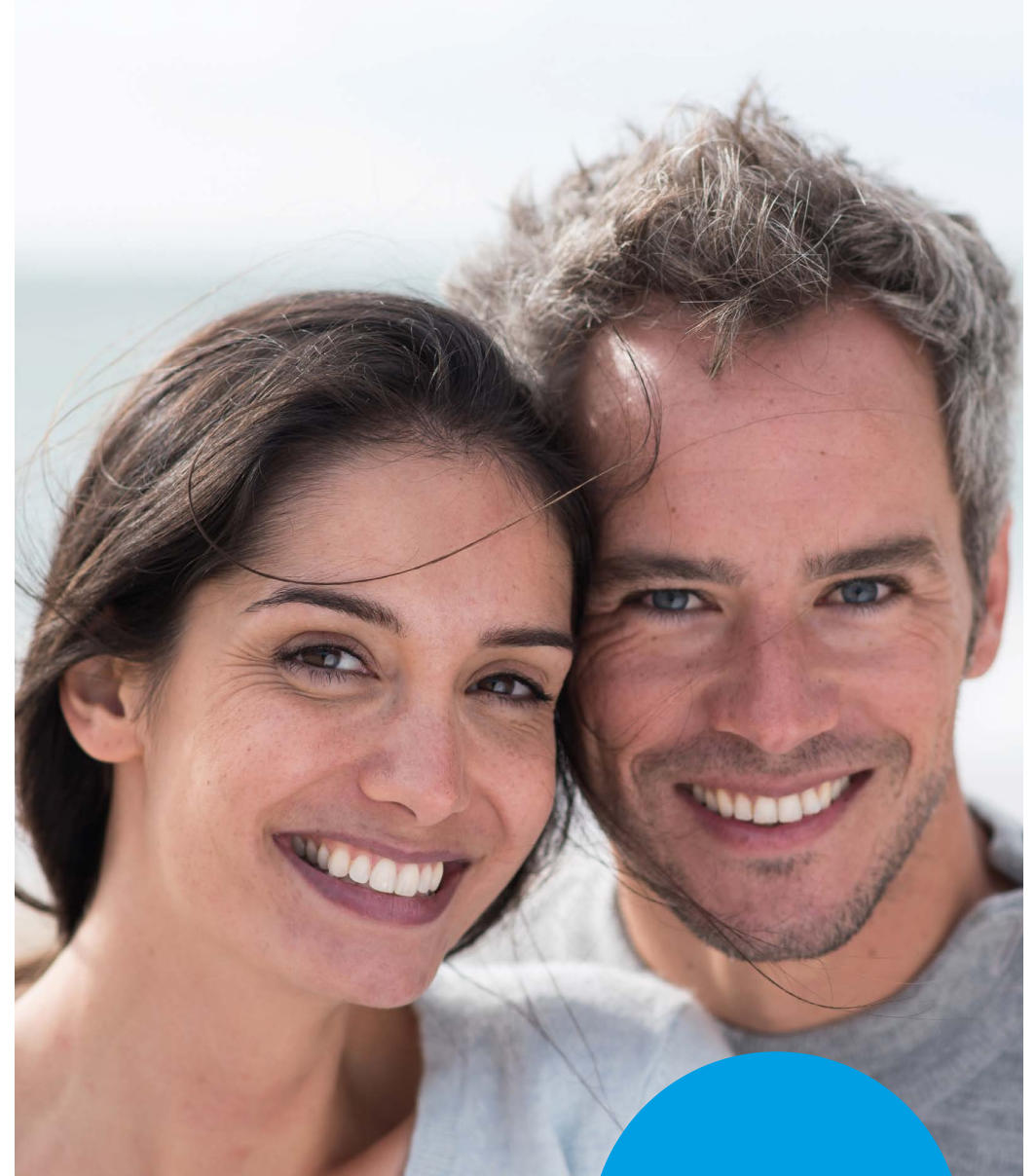
**We have more 5 star Trustpilot reviews than all other national eye surgery providers combined.\***

We firmly believe that independent reviews are the best way for you to understand who we are, what we do and why you can trust us.

\*Correct as of 30/09/23. For verification visit [www.trustpilot.com](http://www.trustpilot.com)

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We've only  
just begun...



“

All the staff were very kind and reassuring and there was no pain. The results were amazing and my sight is restored. It's given me a new lease of life.

JANET

“

After my lens replacement surgery a week ago, my vision is now absolutely perfect. Thank you Optical Express.

GARY

“

For me, lens replacement surgery has been brilliant! To be able to see without glasses is just fantastic.

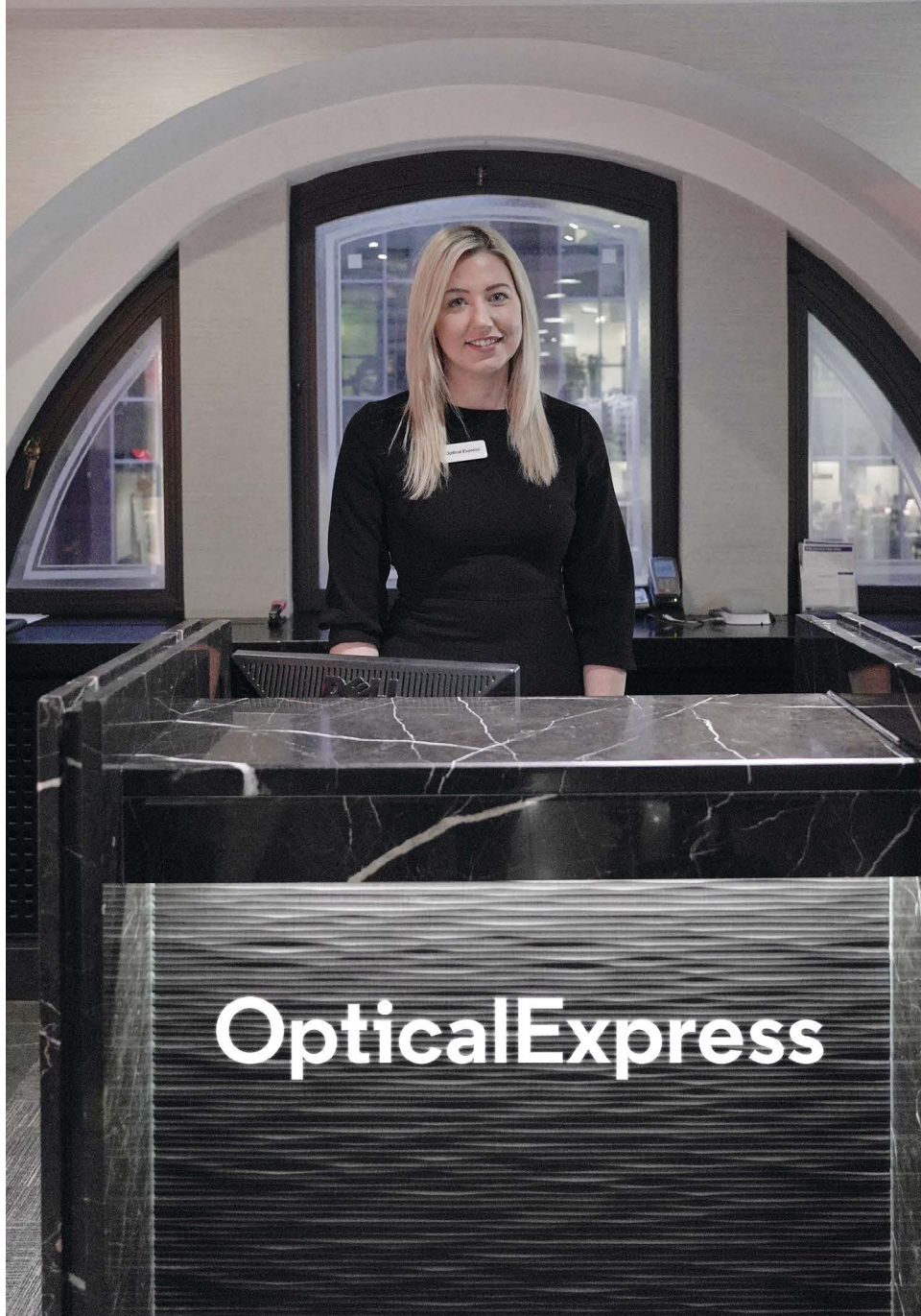
KAY

“

I had lens replacement. Words cannot describe how amazing it is and how it's changed my life.

JULIE

Every week at **OpticalExpress** we perform more private lens surgery procedures than all other UK providers combined.



## Welcome

At Optical Express we are focused on delivering exceptional patient care, outstanding clinical outcomes and continued investment in our people and technology.

For over 33 years, millions of patients have trusted Optical Express with their eye care. As Europe's leading private provider of laser eye, premium intraocular lens and cataract surgery, our surgeons undertake more lens procedures collectively than any other provider.

With over 120 clinics across the UK, Ireland, and mainland Europe, we look after thousands of patients in our clinics every week and it's a privilege to transform the lives of so many.

At Optical Express we're committed to giving patients a world class level of service and clinical care. Every patient is treated as an individual, with personalised treatment which aims to achieve their best possible results and transform their lives.

Congratulations on making the decision to have the procedure that will change your life by giving you freedom from your glasses and contact lenses.

Thank you for choosing Optical Express. We look forward to welcoming you to our clinic on your day of treatment.

## You've Made The Right Choice

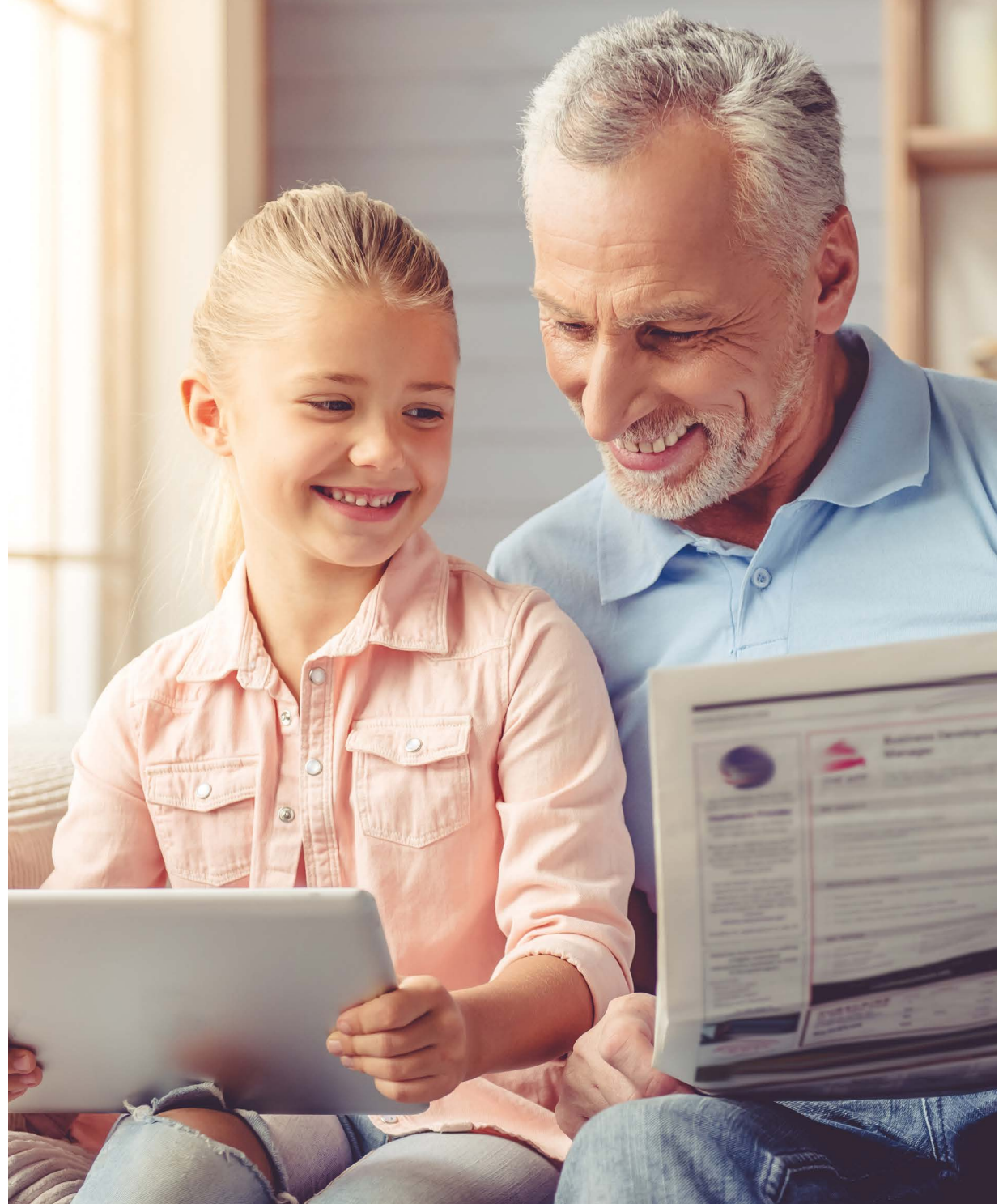
We know that the decision to have lens surgery is a big step to take. Now that you've started your journey to great vision, you can be confident that by having your procedure at Optical Express you've made the right choice.

We believe that by working in accordance with the requirements of the relevant regulatory bodies, including the General Medical Council (GMC) in relation to refractive surgery, working collaboratively with our International Medical Advisory Board (IMAB), and by only working with highly skilled and experienced surgeons and multi-disciplinary support teams, we can deliver refractive surgery safely to our patients.

Modern day cataract surgery is an identical procedure to lens replacement surgery. Outside the NHS, Optical Express undertakes more procedures every year than any other clinic group.

Patient care is our highest priority, so rest assured you'll have your treatment in a modern, bright clinic full of incredibly sophisticated technology. We implant the industry leading Intraocular Lens (IOLs) from global leaders like *Johnson & Johnson* VISION and **ZEISS**. The ophthalmic surgeon who treats you will be a specialist who has carried out thousands of successful treatments during their career. The care that you receive before, during and after your surgery will be exceptional.

We know that these are things which are important to our patients on their journey to achieving the visual freedom that they've been dreaming of.



# The International Medical Advisory Board (IMAB)

The Optical Express IMAB is made up of some of the greatest pioneers, innovators and world leaders in ophthalmology. Together, they help to ensure that Optical Express remains at the forefront of clinical excellence and that we continue to provide our patients with excellent visual results after treatment.

Professor Steve Schallhorn is the Chairman of the IMAB. He is recognised as an expert in refractive surgery, and his career includes time spent as a consultant to NASA and NATO. He is a former Head of Ophthalmology for the United States Navy and a world leader in refractive surgery.

Here Professor Schallhorn explains the role of the IMAB:

“The IMAB is made up of many of the world’s refractive surgery experts. It takes an extensive look at everything Optical Express does clinically, from assessing patient outcomes and the company’s approach to patient care, to deciding upon which advances in technology should be considered for use in our clinics. It’s a way of ensuring sound clinical governance across the business. No other organisation in the world does this, and our IMAB really sets Optical Express apart.”



**Professor Steve Schallhorn**  
Chairman



**Dr Jan Venter**



**Dr Marguerite McDonald**



**Dr John Vukich**



**Dr Zaina Al Mohtase**



**Dr Stephen Slade**



**Dr David Teenan**



**Dr Colman Kraff**



**Dr Stephen Coleman**



**Mr Stephen Hannan**



**Professor David Spalton**



**Dr Julie Schallhorn**




**Dr Stephen Klyce**



**Dr Steven Dell**



**Dr Eric Donnenfeld**



We receive a huge amount of positive feedback, but the most common response from our patients is “I wish I’d done it sooner.”

## About Lens Surgery

### What Types Of Lens Surgeries Are There?

There are two types of lens surgery; **Lens Replacement**, otherwise known as Refractive Lens Exchange (RLE), Intraocular Lens Surgery (IOL), Natural Lens Replacement (NLR) or Clear Lens Extraction (CLE). Lens replacement surgery is an identical procedure to modern day cataract surgery.

The second type of lens surgery is known as **Phakic Intraocular Lens (PIOL)** Surgery, which is otherwise known as Implantable Collamer Lens (ICL) Surgery.

The procedure which is right for you will be determined during your optometrist and surgeon led consultations with the final decision always resting with your surgeon, in conjunction with you, the patient.



Over  
**99%**  
of Optical Express patients  
achieve driving standard  
vision or better.\*

## About Lens Replacement

### What Is Lens Replacement Surgery?

Lens replacement is one of the most commonly performed elective surgery procedures in the world today. It is most often performed on patients over 40 years of age and through the use of the most advanced modern day lenses can be an excellent choice for patients seeking visual freedom at distance, intermediate and/or near. There are a number of different premium synthetic IOLs available. Your treating surgeon will recommend the one that's most suitable for you.

Lens replacement surgery can be performed in the presence or absence of a cataract. During this procedure the eye's natural lens is replaced with a premium synthetic Intraocular Lens (IOL), allowing our patients to see the world clearly once more. Having lens replacement surgery before cataracts have developed removes the need for cataract surgery in the future. Most patients choose to have both eyes treated on the same day, this is known as simultaneous bilateral lens replacement. Delayed sequential lens replacement is where each eye is treated on a separate day, typically one day apart.

Cataracts develop when the natural lens inside your eye becomes cloudy, making it difficult for you to see well enough to carry out your usual daily activities. While cataract surgery is elective, a cataract cannot be corrected with medications, glasses, contact lenses or laser eye surgery. The only treatment for cataracts is lens replacement surgery.

Everyone is different and due to our individual healing patterns and other surgical factors, we may not always achieve the result we are aiming for after one or several treatments, even with the correct lens power. So, even after treatment, you may still require additional vision correction in the form of glasses, contact lenses, laser eye surgery or further lens replacement surgery, to achieve your best vision possible. This only applies to a very small number of patients and your optometrist and surgeon will discuss this possibility with you. The vast majority of patients achieve an excellent outcome in line with their vision correction objectives.

# Why Have Vision Correction Surgery?

Having lens replacement surgery is an increasingly popular treatment used to correct both distance and near vision sight imperfections. It's also used to help people with cataracts, allowing them to see the world clearly again.

Lens replacement surgery can treat long sightedness (hyperopia), short sightedness (myopia), astigmatism and presbyopia.

Often, lens surgery is the most effective way to reduce the reliance on your glasses and contact lenses and can change your life by restoring your vision.

All Optical Express patients have access to our out-of-hours medical helpline, where a specialist optometrist or surgeon can give you professional advice and help to answer questions on your vision or eye health after lens replacement surgery.

## Is Lens Surgery Safe?

Yes! Lens replacement surgery is the number one elective surgery procedure in the world and tens of millions of people are enjoying the life-changing benefits of this treatment. Of course, all surgical procedures carry a degree of risk but our expert Optical Express surgeons will ensure that your treatment is safe, effective and as comfortable as possible.



**Over 99% Achieve  
Driving Standard\***



**33 Years of Excellence  
in Eye Care**



**No.1 Elective  
Surgery**

\*Based on a study of 54,343 Optical Express patients treated, 99.8% achieved DVLA Class 1 driving standard vision after surgery.



# Lens Replacement - Presbyopia

You're tired of reaching for reading glasses every time you need to read a menu, a newspaper or your mobile phone, dependent upon your suitability, lens surgery could change your life. This increasingly popular treatment helps to reduce your reliance on glasses and contact lenses for clearer, hassle-free vision.

Inevitably, at some point after the age of 40 the lens in the eye which helps us to focus on objects or print close to us, becomes less elastic/flexible. We struggle to read small print and start to hold a book or mobile phone further and further away to see it. This is known as presbyopia and very few people escape it as they get older.

Prior to surgery, people with presbyopia usually need bifocal, varifocal or separate reading glasses to see clearly at close range. If you are short-sighted, you can sometimes compensate for this loss of near focus simply by taking your glasses off, or your contact lenses out. If you are short-sighted and choose to have both eyes treated to give you the best distance vision with monofocal lenses, you will lose the ability to compensate for your loss of near focus.

The most important thing to remember is that if you have presbyopia and choose to have both eyes treated to give you the best distance vision with monofocal lenses, you will need to wear glasses for most near-vision activities after treatment, not just reading. This includes most close-up tasks that you can touch within arm's length, such as using a computer, looking at your mobile phone, applying make-up, reading a menu, and so on.

For anyone feeling frustrated by being unable to see close up and/or far away, Presbyopia correcting lenses, such as multifocal IOLs, are most often likely to be the best solution. They provide good vision at a range of distances and reduce your reliance on glasses. Why live life in a cloudy blur when you can see it in colour and clarity?

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Why live life in a cloudy blur when you can see it in colour and clarity?

## See the difference...

before and after lens replacement surgery without the aid of glasses

Before

After

\* Representative of average visual improvement achieved

# What Types Of Lenses Are There?

Surgeons and patients at Optical Express have access to a number of different premium intraocular lenses (IOLs). Your treating ophthalmic surgeon makes the final decision on the appropriate lens for you based on your clinical needs and lifestyle.

## Monofocal Lenses

These lenses are mainly used to reduce dependence on glasses for distance vision, including driving. Most patients will still require glasses for near vision tasks such as reading a mobile phone/tablet or when using a computer after monofocal lens surgery.

Today many patients who have monofocal lenses implanted elect for a lens that, as well as providing best distance vision, also enhances intermediate vision, say from 66cm to 100cm, over what is achieved by the traditional monofocal IOL. In a minority of cases, a technique called monovision may be elected for by the surgeon and patient, where one eye is set for best distance and the other eye for best near focus.

It can take time for your eyes and brain to adapt and you may still require glasses for certain tasks. For those patients who do not adapt to the new lenses, a further treatment can be considered.

## Presbyopia Correcting Lenses

These lenses, which can be referred to as multifocal, bifocal, trifocal or extended depth of focus lenses (EDOF) aim to reduce dependence on glasses for a wide range of activities, and are designed to allow good vision at all distances – near, intermediate and far. The vast majority of patients don't require any glasses after surgery, while those who do typically require them only for a minority of daily tasks.

A possible disadvantage of this type of lens can be glare, starbursts or 'halos' around lights in situations and environments with low lighting and this may make driving at night more difficult. It is known and accepted that the overwhelming majority of patients adapt to or overcome these symptoms with time. Furthermore, some patients who have this form of vision correction surgery may have previously experienced these symptoms with glasses and contact lenses.

## Toric Lenses

A toric lens is used to achieve the best visual outcome for patients who have moderate or significant astigmatism. These are available in monofocal or presbyopia correcting IOLs. Once they are positioned inside the eye, they neutralise astigmatism and improve your vision.



# Benefits Of Lens Replacement Surgery

Lens replacement can often be a better option than laser eye surgery for people typically over the age of 40 who are seeking visual freedom. Regardless of your prescription or visual impairment, lens replacement in the form of presbyopia correcting intraocular lenses (IOLs), such as multifocal IOLs, may be for you.

Patients under the age of 40 who have a prescription too strong to treat with a laser and who are not suitable for laser eye surgery, can be candidates for lens implant surgery.

As a result of the lens replacement procedure being identical to modern day cataract surgery, by having lens replacement surgery, you won't develop cataracts later in life. It's also often the preferred option for older patients who may already be in the first stages of cataract formation.

What's more, glasses, especially bifocal or multifocal glasses are, as independent studies have shown, a major cause of falls. Wearers can misjudge distances and perspectives, for example due to reduced depth perception. Sadly, many falls are serious enough to require hospital treatment and can negatively impact long term health and wellbeing.<sup>1,2,3,4</sup>

For the avoidance of doubt, the same phenomenon of falls is not observed with multifocal IOLs following implementation within the eye.

1. Multifocal Glasses Impair Edge-Contrast Sensitivity and Depth Perception and Increase the Risk of Falls in Older People; Lord SR; J Am Geriatr Soc 2002; 50:1760-6
2. Epidemiology of falls; Masud T. et al; Age Ageing 2001; 30:3-7;
3. <https://beta.isdscotland.org/media/2121/2019-03-05-ui-2019-report.pdf>
4. [https://beta.isdscotland.org/media/3786/ui\\_table2\\_mar20.xlsx](https://beta.isdscotland.org/media/3786/ui_table2_mar20.xlsx)

\* 2023 Internal One Month Patient Experience Questionnaire Analysis of Patients treated between 1 January 2023 and 26 August 2023



# Potential Risks

As with any type of surgery, there is a degree of risk involved with eye surgery. Optical Express perform more procedures and look after more patients than any other provider in the UK and Ireland, and while we always aim to give each patient their best possible outcome, perfect results are not guaranteed.

It is important to read all of the information thoroughly so that you are fully aware of every potential outcome and you can make an informed decision about your vision correction procedure.

Optical Express clinicians are fully qualified and experienced to manage the rare complications, allowing patients their best possible outcome. It is impossible to list every complication which could arise from lens replacement surgery. The vast majority of patients experience no complication at all.

‘ *Whilst all medical procedures and vision correction options carry a degree of risk, lens replacement surgery is safe with the vast majority of patients achieving an excellent outcome. The most common phrase I hear from patients after surgery is “I wish I had this done sooner”* ’

- **Stephen Hannan**, Clinical Services Director at Optical Express

## Affecting The Minority Of Patients

- A minority of patients develop a condition called posterior capsule opacification (PCO). Clear vision is successfully restored by way of a quick, non-invasive and painless YAG laser procedure. During lens replacement surgery the natural lens is removed, whilst the thin capsule surrounding the back of the lens is left in place to support the lens implant. It is possible for the capsule to become cloudy and reduce your vision during the months or even years following your surgery. The incidence of this condition developing based on Optical Express data is less than 10% at 12 months after the lens replacement procedure.
- Prior to lens replacement surgery, whilst wearing glasses or contact lenses, many patients experience Quality of Vision side effects such as glare, starbursts or ‘halos’ around lights, or symptoms of dry eye. These side effects can also develop after surgery but their associated symptoms tend to dissipate or resolve in the medium to long term in the vast majority of patients. Further, as we age, there can be other causes of quality of vision or dry eye symptoms that are unrelated to lens replacement surgery.

## Rare

- It is rare for patients to develop an infection within the eye after lens replacement surgery (endophthalmitis - incidence less than 0.01% at Optical Express) or on the outer surface of the eye (microbial keratitis – incidence also of less than 0.01% procedures after lens replacement surgery). To put this into perspective, infections are significantly more common in patients who use contact lenses on an extended wear basis, for which the risk is 20x greater per year of wear.\*

- Whilst the vast majority of patients do not experience a complication, other rare occurrences include swelling of or abrasions on the cornea, inflammation within the eye, bleeding inside the eye, damage to the capsule or membrane that supports the lens, intraocular lens opacification, displacement or dislocation of the lens implant, remnants of the natural lens being left inside the eye resulting in inflammation, complications of the retina to include swelling in the central area of the eye, a retinal detachment, vitreous opacities or floaters, wound leak, elevated eye pressure (intraocular pressure & IOP), glaucoma, droopy eyelids or double vision. Complications can occur, however, their incidence following lens replacement surgery is extremely low.

## Extremely Rare

- Like with all forms of surgery, there are potential risks associated with the use of anaesthetic, including a squint or ‘lazy eye’ and droopy eyelids, which resolve in the longer term in the majority of cases.
- Permanent reduction in best correctable vision and cardiac or respiratory problems are extremely rare.
- Lens replacement surgery in the presence or absence of a cataract isn’t reversible (the natural lens cannot be put back in your eye), though where deemed to be clinically necessary, a lens exchange procedure can be performed, where the implanted IOL is removed and replaced with an alternative lens.

\*Contact Lens Replicated Microbial Keratitis; Stapleton et al; Eye 2012; 26: 185-193.

# Outcomes Of Lens Replacement Surgery

Over **99%** of Optical Express patients achieve driving standard vision or better.<sup>1</sup>

**99%** of patients with a multifocal lens were able to read newspaper print without the use of glasses or contact lenses. Multifocal lenses are not available on the NHS.<sup>2</sup>

**93%** of patients do not use glasses or contact lenses as a follow-on to multifocal IOL surgery.<sup>3</sup>

Less than **7%** of patients benefit from a laser eye surgery procedure within 12 months.<sup>4</sup>

Less than **10%** of patients benefit from a YAG capsulotomy procedure within 12 months.<sup>4</sup>

**86%** of our eye surgery patients told us they wish they had their surgery sooner.<sup>5</sup>



Although we confirmed that your prescription was stable at the time of your consultation, it is still possible for you to develop further short-sightedness, long-sightedness or astigmatism over time after treatment, even if the treatment is successful in correcting your vision.

Lens replacement surgery will not correct other causes of poor vision such as amblyopia (lazy eye), vitreous opacities (floaters), glaucoma, diabetes, age related macular degeneration or any other retinal or optic nerve conditions.

After having lens replacement surgery, it is possible that you may develop eye conditions that are unrelated to, and not caused by or prevented by, lens replacement surgery, such as glaucoma, age-related macular degeneration and other conditions of the retina.

<sup>1</sup> Based on a study of 54,343 Optical Express patients treated, 99.8% achieved DVLA Class 1 driving standard vision after surgery.  
<sup>2</sup> Optical Express Outcomes Analysis of Johnson & Johnson Tecnis Synergy IOL outcomes, 876 Patients, N8 font or better, September 2023.  
<sup>3</sup> 2023 Internal One Month Patient Experience Questionnaire Analysis of Patients treated between 1 January 2023 and 26 August 2023.  
<sup>4</sup> 2022 Internal Outcomes Analysis of Patients treated between 1 January 2021 and 31 December 2021.  
<sup>5</sup> 2023 Internal One Month Patient Experience Questionnaire Analysis of Patients treated between 1 January 2023 and 26 August 2023.

# Why Choose OpticalExpress Instead Of The NHS For Cataract Surgery?

- Patients with cataracts commonly experience poor quality of vision. Cataracts develop at different rates through the passing of time. Early cataracts, while not fully matured, can cause significant symptoms which have a profound effect on visual comfort and quality of life. These symptoms can affect the level and perceived quality of a patient's vision.
- In order to have treatment via the NHS, your vision typically has to deteriorate to a certain level. This means many patients with an identifiable cataract may not be offered NHS surgery. With the agreement of our experienced eye care professionals, Optical Express can treat cataracts when patients feel they need it and before they start to impact heavily on their day-to-day personal and working life. Early intervention can reduce a patient's risk of complications.
- NHS waiting lists mean that the time between referral and the first eye to be operated on, then between the first and subsequent second eye to be operated on, can often be months and in many areas of the UK, years. Should only one eye be treated, the difference in prescription between a patient's eyes can result in a condition which causes visual discomfort, double or blurred vision, depth perception issues and headaches. At Optical Express, both eyes can be treated on the same day because visual comfort is best when vision in both eyes is balanced.
- What you see with two eyes open together, known as your binocular vision, is likely to be better after both eyes have been treated, especially if the untreated eye has a cataract or eye prescription that is corrected by glasses or a contact lens.
- If one eye has lens replacement and the other not, patients should expect a different perception or appreciation of colour and contrast through each eye. For those electing for presbyopia correcting IOLs, such as multifocal IOLs, surgery is strongly recommended for both eyes, facilitating the best outcome.



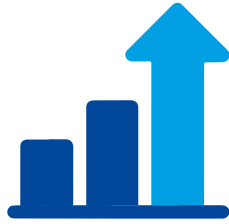
**99%**  
of patients would  
recommend  
**OpticalExpress.\***

- The lens options available to patients today are fantastic. Unfortunately NHS funded surgery provides for a basic monofocal lens. Private cataract surgery allows patients to benefit from the most advanced modern day lenses, including those that correct presbyopia.
- The more experienced the surgeon, the more likely it is that the best outcomes will be achieved after surgery. We use surgeons who are of a consultant ophthalmologist level – specialists in their field, who have each successfully performed thousands of lens replacement and cataract surgery procedures.

\* In a survey of 320,659 Optical Express patients, 99% told us they would recommend us to their family and friends.



# Optical Express Vs NHS



**38% increase**

in the amount of patients awaiting treatment on the NHS.<sup>1</sup>



**36 months**

The wait time for some patients to have cataract surgery under the NHS.



Studies have shown **prolonged vision impairment** can lead to age-related cognitive declines such as **dementia**.<sup>2</sup>

Patients who have waited **more than 6 months** to undergo cataract surgery have been shown to experience:

- **Further vision loss**
- **Increased rate of falls**
- **Reduced quality of life<sup>2</sup>**



Visual outcomes at Optical Express are significantly better than those reported by the NHS.<sup>3</sup>

**99%**

of patients with a multifocal lens were able to read newspaper print without the use of glasses or contact lenses. Multifocal lenses are not available on the NHS.<sup>4</sup>

**Optical Express** ✓

The likelihood of every reported intraoperative complication is **lower** at Optical Express than at the NHS.<sup>3</sup>

**Lower Risk** ✓

Patients treated at Optical Express for cataract or lens replacement surgery are at a significantly lower risk of developing complications than those patients treated at the NHS.<sup>3</sup>

# Preparing For Your Clinician Discussion

If you choose to go ahead with corrective eye surgery after attending your initial consultation you will have a further consultation with a clinician before your day of surgery, known as a 'clinician discussion'. For many patients this clinician discussion will be a telemedicine appointment. During this consultation your clinician will reconfirm your suitability for the treatment which has been recommended for you. If you are electing for presbyopia correcting IOLs, such as multifocal IOLs, this discussion will be with your treating surgeon. Alternatively if you are undergoing modern day one-stop cataract surgery with monofocal IOLs being implanted, your discussion will be with an experienced clinician.

Your clinician will discuss your recommended surgery in more detail and make sure that you are happy with your decision to have corrective eye surgery. You and your clinician will discuss the health and wellbeing benefits, potential risks, range of outcomes and alternative vision correction options available to you.

Your clinician will make sure you receive all the information you need to prepare for your surgery and answer any questions you may have.

- Please read this informed consent brochure, which includes your terms and conditions, in full before the date of your clinician discussion. This will help you to better understand your recommended treatment and help you prepare any questions to ask your clinician. Please bring this informed consent brochure with you to your clinician discussion.

## ***The below points only apply to those who require an in-person discussion:***

- We may put drops in your eyes that can blur your vision for several hours. We recommend to patients they do not plan on driving for a few hours after this appointment, and we would advise you to arrange alternative transport to and from the clinic.
- Please make sure that you leave your contact lenses out for the required length of time:
  - soft lenses : one week
  - GP/hard lenses : one month
- Ideally please bring a list of any medications that you currently take, including eye drops.
- If you were given a letter at your initial consultation to be completed by your GP, please bring the completed letter with you.

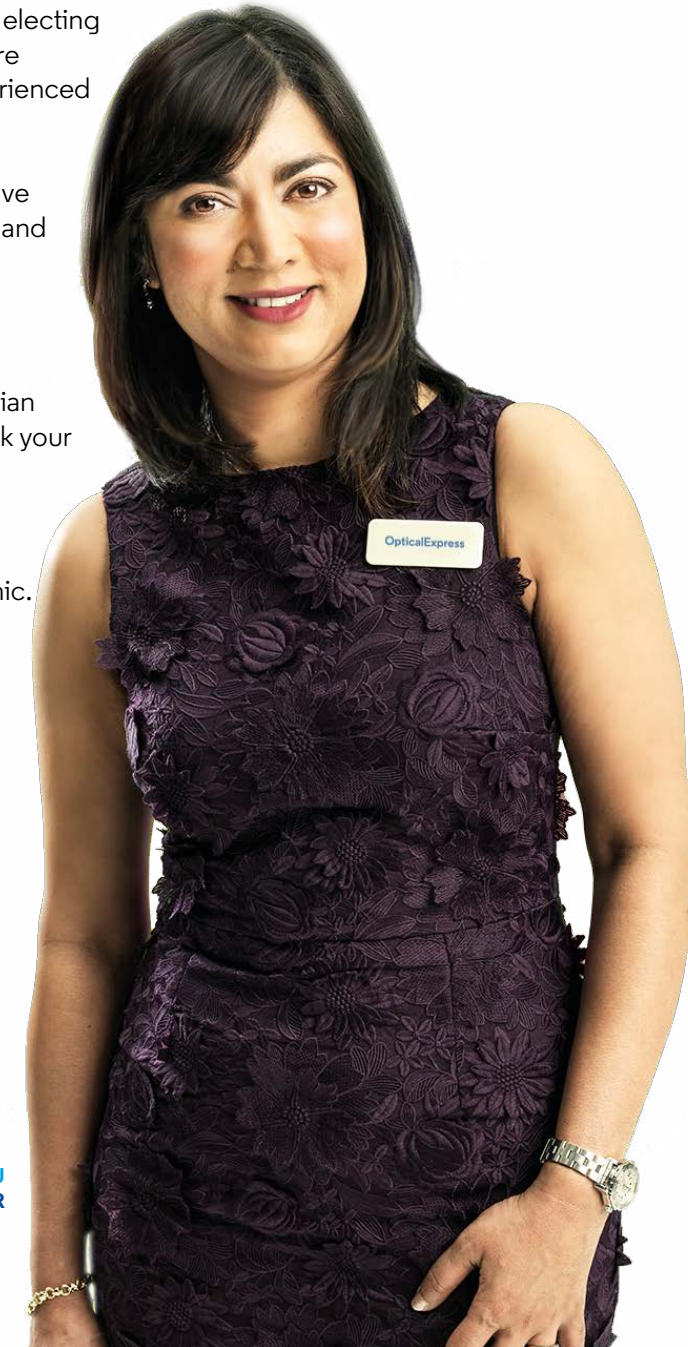
## **Health Insurance Patients**

- Please bring your policy details with you.

### **Surgery Support Team**

**T: 0800 783 5555**

Should you have any questions or require further information before the date of surgery you can call our Surgery Support Team who will be pleased to help you.



**DASI RAJU**  
CLINICAL DIRECTOR

# Preparing For Your Procedure Day

## Informed Consent Document

This brochure is your informed consent document. You must read this informed consent document in full prior to your day of surgery. Do not sign the document as this must be completed with your surgeon.

## Payment

You must ensure that you have paid for your surgery in full or processed a valid finance agreement before the date of surgery. We will be unable to treat you if there is an outstanding balance.

## Contact Lens Wearers

Your optometrist will have advised you not to wear your contact lenses for a certain amount of time before the date of surgery. It is important that you have followed their instructions. For those that have had a telemedicine clinician discussion please ensure that **soft lenses are removed 7 days prior to surgery and GP/hard lenses 4 weeks prior to the day of surgery.**

## Prescribed Eye Drops

- If you were prescribed eye drops, gels or ointments by your optometrist or surgeon at a previous appointment please make sure that you follow their instructions.

## General

- You can expect to be with us for about 3 hours.
- You will be unable to drive after your eye surgery and should make alternative travel arrangements. You should bring a friend or family member with you.
- Please allow yourself enough travel time to arrive at the clinic on time.
- Do not wear any make-up, nail varnish or acrylic nails and make sure that any old eye make-up has been completely removed. We would advise that you do not wear eye make-up for at least 24 hours before your surgery date.
- Do not wear perfume or aftershave.
- Wear comfortable, loose cotton clothing and avoid sweaters or any materials that are made from loose fibres.
- We would recommend that you eat a light meal up to 2 hours before arriving at the clinic.

## General health

We would ask you to contact the surgery support team if you experience any of the following:

- Cold or flu symptoms.
- Cold sores.
- Eye infection (e.g. conjunctivitis).
- A change in medication or overall general health since your last consultation.
- You have come into contact with anyone with MRSA or COVID-19 since your last consultation.

**Surgery Support Team: 0800 783 5555**

- You should continue to take any medication unrelated to your corrective eye surgery as normal. Please feel free to contact the surgery support team should you have any questions regarding your medication.
- If you are taking Warfarin, please bring your booklet that records your INR levels.
- If you are diabetic, you must bring a letter from your GP to confirm your regular blood sugar level and that it is currently stable.
- Your first post-operative appointment is the day after your surgery. It is important for you to attend to make sure your eyes are healing correctly.
- You will be unable to drive to your next day follow up appointment.
- If you are travelling a long distance, you may wish to plan an overnight stay in local accommodation.

# The Day Of Your Procedure

## Pre-Treatment

- On the day of your procedure, you will meet with an experienced optometrist who will answer any questions you may have, insert some eye drops and may re-check some clinical measurements. You will then meet your ophthalmic surgeon and have any remaining questions answered.

## Surgeon Decision On Candidacy

- The surgery may be cancelled or postponed at short notice or on the day of surgery due to unforeseen circumstances. Your surgeon may decide not to proceed if he/she becomes aware of any contraindication to surgery. These short notice decisions, while inconvenient and perhaps stressful, are made to reduce unnecessary risk and are made with your best interests in mind.

## Proceeding With Treatment

- You will be taken to the pre-operative area where one of our experienced surgery team members will complete your pre-treatment preparation phase and will administer any additional eye drops that are required before your procedure. Your surgeon may elect to perform additional or alternative anaesthetic related techniques (such as a sub-tenon block) as deemed necessary or beneficial in their professional opinion.
- It is perfectly normal to feel slightly anxious ahead of your procedure and we do everything we can to ensure you feel at ease. For patients who are particularly anxious, we can provide a mild sedative to help you relax. Patients who are given a sedative are cared for by a medical specialist from administration of the sedative until discharge so you can rest assured you are in safe hands.

## The Anaesthetic Procedure

- You will be introduced to your anaesthetic nurse/operating department practitioner (ODP). Their role is to make you comfortable throughout the short procedure.

## The Treatment Procedure

- You will be taken into the theatre by your anaesthetic nurse.
- The surgeon will clean the skin around the eyes, apply a protective drape to protect the eyes from infection before placing an eyelid holder along the lid to prevent blinking. The eyes will be anaesthetised and comfortable throughout the procedure, which typically takes about 15 minutes to complete.

## Post-Treatment

- After your treatment, you will return to the post-treatment area. Your eyes will be covered with a protective dressing and shield and will remain anaesthetised for several hours.
- Following a light refreshment, your nurse will talk you through important information about how to care for your eyes when you go home and provide you with the necessary drops for you to use.
- The dressing stays in place for four hours and then you will remove it and instil the drops as described by your nurse. You can discard the dressing but must replace the eye shield until the next morning.
- The eye shield must be worn when sleeping for the next seven days.
- When your ophthalmic surgeon, anaesthetist and nurse are happy for you to leave the clinic, we strongly recommend that you go directly home and sleep for a few hours. It is very important that you are accompanied home and do not travel alone.
- We would advise you to wear non prescription sunglasses following your procedure as much as possible whilst outdoors for at least the first three weeks as you may experience glare during recovery from the procedure.

# What To Expect After Your Lens Replacement Procedure

## The First 24 Hours

- Once the anaesthetic wears off, your eye may water, feel gritty or irritated.
- Your vision, while typically improved, may still be a bit blurry.
- You may be light sensitive and may see glare, halos, shadows or ghosting around lights at night.
- You may experience occasional symptoms of flickering lights.
- Your eye may appear slightly red or 'bloodshot'.
- These symptoms are all completely normal and will gradually improve.
- By the next day, your eyes should feel more comfortable and your vision should be clearer, but not yet perfect.
- Alternative forms of eye drops may be prescribed by your surgeon as applicable to your clinical care.
- Do not use tap water near your eyes.

## Post-Operative Patient Medications

The use of these drops should commence 4 hours after you leave the clinic. When instilling drops within the first 24 hours, and up to the next morning, remember to reposition your eye shield immediately afterwards.

Please wash your hands prior to putting in drops and do not touch the tip of the bottle or the inside of the bottle lid against your finger or eye. It doesn't matter which drops you put in first. The second drop should be put into the eye around five minutes after the first. The easiest way to put in drops is to pull down the lower lid with a clean finger, and put the drops into the space between the lid and the eyeball. This will avoid pressure on the upper eyelid.

A burning sensation is normal when instilling drops in the first several days. You may wish to take some painkillers during the early stages. You may take your preferred brand of tablet for this purpose.

## Name, Purpose And Notes, Usage:



### Anti-inflammatory Eye Drops

**Maxidex eye drops or Pred Forte eye drops** (you will be given one or the other, but not both)

#### Maxidex eye drops

- 1 drop every 2 hours during awakened hours for the first 24 hours, followed by 1 drop 4 times per day for 13 days. Then 1 drop 3 times per day for a further 14 days.
- Start using these drops on the same day as treatment. These drops will help reduce inflammation. Please note that these drops are milky white in appearance, and must be shaken well before each use.



#### Pred Forte eye drops

- 1 drop 4 times per day for 1 week.
- Like the antibiotic drops, start using these drops on the same day as treatment. These drops will help reduce inflammation.
- Please note that these drops are milky white in appearance, and must be shaken well before each use.



### Non Steroid Anti-inflammatory Eye Drops

#### Acular eye drops

- 1 drop 4 times per day for 28 days.
- Start using these drops on the same day as treatment.
- These drops will help reduce inflammation and discomfort.
- These are only required in some cases - you will be advised if you require them while in clinic.



### Pain Relief

#### Paracetamol, Ibuprofen or Co-codamol

- Follow packet instructions.
- To reduce mild to moderate discomfort.
- This medication is not supplied by Optical Express but can be taken if you feel they are necessary.



### Eye Pressure Tablets

#### Acetazolamide Diamox

- Take 1 tablet by mouth 4 hours after procedure.
- Diamox is a form of medication which helps to control eye pressure following the procedure. 1 x 250mg tablet will be provided and should be taken 4 hours after your surgery.



1. Start by tilting your head backward while sitting, standing, or lying down. With your index finger placed on the soft spot just below the lower lid, gently pull down to form a pocket.
2. Look up. Squeeze one drop into the pocket in your lower lid. Don't blink, wipe your eye, or touch the tip of the bottle on your eye or face.
3. Close your eye. Keep closed for 20 seconds without blinking.
4. Wait around 5 minutes before applying the next eye drop.

## After 24 Hours

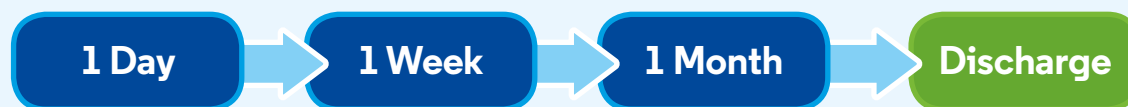
Your eyes should feel relatively comfortable and vision should be improving.

### Post Treatment Advice

- Vision, redness and any discomfort should be improving gradually.
- If your vision becomes significantly more blurred, you begin to experience increased pain, redness or notice an opaque discharge from the eye or have any questions you wish to ask one of our experienced clinical team;
  - Between the hours of 9am-5pm, please call **0800 023 2020** (UK) or **1800 818 543** (ROI).
  - Outside normal opening hours, please call **0870 850 8291** (UK) or **1800 818 693** (ROI).
- You may experience some tenderness around the eye, you may take mild pain relievers if you need them.
- You may experience symptoms of dry eye such as irritation or mild redness during the early stages. Dryness can cause your vision to fluctuate.
- You may experience quality of vision symptoms, which are more common after a multifocal IOL procedure. Through the natural adaptation process these symptoms reduce through time in the vast majority of patients.
- You may note that colours appear slightly different (brighter, more bold) than you remembered before your procedure. This is perfectly normal.
- It is normal to experience some redness in the white part of your eye. This is harmless and will not interfere with vision. This should gradually disappear within 2 – 3 weeks.
- You should wear your eye shield on your treated eye for 1 week during sleeping hours. This will protect your eye from accidental rubbing or bumping.
- You may shower, bathe and wash your hair after the first post operative day.
- Do not face the shower spray, and try to wash your hair with your head tilted backwards to avoid shampoo/soap getting in your eyes.
- Avoid exercise for one week, swimming under water for 2 weeks and contact sports for 4 weeks or until advised by your surgeon or optometrist.
- When putting on shoes and socks or picking up light objects, bend with knees rather than hips to keep your head elevated where possible. Avoid heavy lifting and strenuous exercise for at least the first 2 weeks.
- Normal activities can be resumed gradually after the first 2 weeks, providing there are no complications.
- Please avoid dusty or dirty environments for the first week following each treatment.
- To reduce the risk of complications, please keep your hands clean and use the medications as prescribed by your surgeon.
- There are no restrictions on air travel, however we do recommend no long haul flights before you attend your 1 week post operative appointment.
- Your surgeon or optometrist will advise you when you have reached the standard of vision for driving.
- Most patients will benefit from taking a couple of days off work after each procedure.
- If a laser vision correction procedure is required to refine your outcome this is typically scheduled between 3 and 9 months after the primary procedure. The final decision to proceed with this lies with a treating surgeon.

### Aftercare Appointments Following Lens Replacement

Your aftercare is as important as your surgery, so please ensure you complete your recommended appointments. These are typically scheduled as follows:



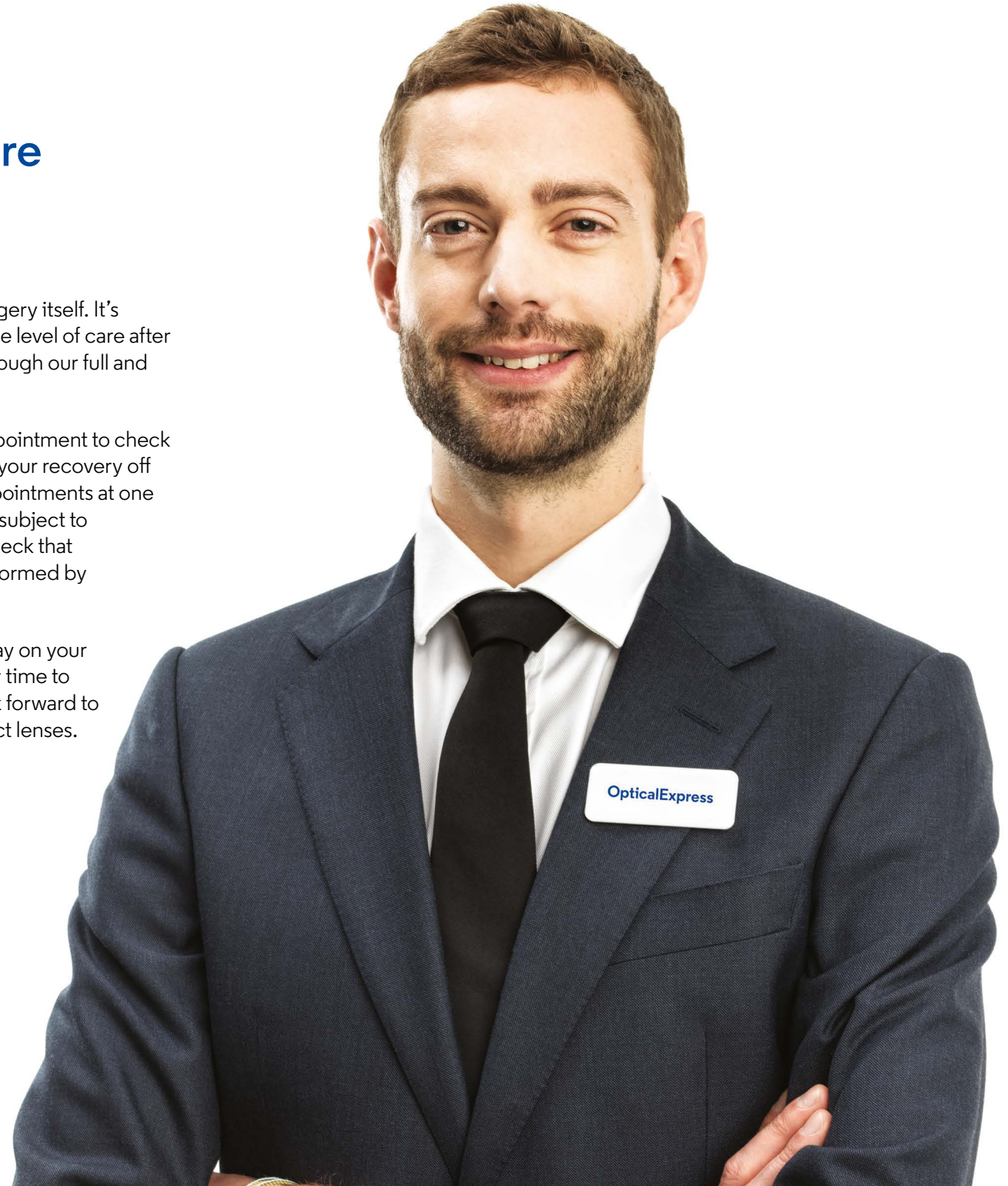
Your one week appointment will most likely be performed by telemedicine. After discharge, an annual eye examination is recommended. Depending on your particular circumstance, you may thereafter be recommended to attend biennial eye examinations. Alternatively, patients who have undergone lens replacement or cataract surgery may also attend a refractive surgery follow-up appointment which involves more in-depth diagnostic tests than a standard eye examination.

## Comprehensive Aftercare For All Our Patients

The care you receive from us doesn't end with the surgery itself. It's important to us that you're completely satisfied with the level of care after your procedure, and we provide first class support through our full and very effective aftercare programme.

You'll see us the day following surgery for a review appointment to check on your progress. It's important that you attend to get your recovery off to the best start. You'll have further post-operative appointments at one week and one month or otherwise as you need them (subject to terms and conditions see page 30 - 32), where we'll check that you're healing well. The one week post op will be performed by telemedicine.

You'll discover that we're with you every step of the way on your journey towards excellent vision. We're on hand at any time to answer your questions, leaving you to confidently look forward to hopefully enjoying life without your glasses and contact lenses.



# Returning To Your Hobbies And Activities After Lens Surgery

This activity timeline chart will give you an indication of when you can go back to doing what you love and enjoy the most after your lens surgery.

Daily Activities	
Driving	Within 4-7 days
Go back to work	Within 4-7 days
Housework	Within 4-7 days
Mobile / Tablet	From 6 hours
Showering	From 6 hours
Watching TV	From 6 hours
Work in dusty environments	From 7 days

Beauty	
Dye hair	2 weeks
Eyelash/Eyebrow tint	2 weeks
Eyebrow wax	2 weeks
Facial	2 weeks
Wear eye make-up	1 week
Wear fake tan	1 month
Wear false eye lashes	4 weeks

Activities	
Abseiling	4 weeks
Aquatic sports	2 weeks
Bowling	2 weeks
Boxing	4 weeks
Bungee jump	4 weeks
Competitive running	2 weeks
Cricket	2 weeks
Cycling	1 week
Football	2 weeks
Fishing	2 weeks
Going for a walk	2-4 days
Go-karting	2 weeks
Golf	1 week
Horse riding	2 weeks
Hill walking	1 week
Jet ski	4 weeks
Jog	1 week
Martial arts	12 weeks

Activities	
Mountain biking	2 weeks
Racket sports	2 weeks
Rock climbing	4 weeks
Rollerblade	2 weeks
Rugby	4 weeks
Scuba dive	12 weeks
Skateboard	4 weeks
Ski	4 weeks
Sky dive	12 weeks
Snooker/Pool	1 week
Snorkelling	2 weeks
Snowboard	4 weeks
Surf	4 weeks
Trampolining	4 weeks

Hobbies	
DIY	From 2 weeks
Gardening	From 2 weeks
Paint	2 weeks
Read a book	From 1 day
Video games	From 6 hours

Travel	
Fly	Within 1 week
Sunbathe	2 weeks
Swim in sea	2 weeks

Gym	
Aerobic exercise class	2 weeks
Gym	1 week
Heavy weight training	4 weeks
Sauna/Steam room	2 weeks
Swim	2 weeks

Social Activities	
Cinema	From 1 day
Dance	1 week
Drink alcohol	48 hours

Other	
Dentist	2 weeks
Give blood	1 month





**99%**  
of patients would  
recommend  
**OpticalExpress.\***

\* In a survey of 320,659 Optical Express patients, 99% told us they would recommend us to their family and friends

# World Leading Technology And Wonderful Outcomes

We're proud of the extremely sophisticated *Johnson & Johnson* VISION and **ZEISS** technology in our clinics, because the better the technology, the better the results are for our patients. Over £500 million has been invested in our clinics and advanced technology, so you can be sure that the equipment used during your treatment has been carefully chosen with the aim of achieving the best possible results for you.

We never compromise on your comfort, visual outcome or safety.

*Johnson & Johnson* VISION are world leaders in ophthalmic technologies including intraocular lens design.

**Over £500 million  
has been invested in our  
clinics and advanced  
technology.**

*Johnson & Johnson* VISION



## **Johnson & Johnson Veritas Phacoemulsification**

The Veritas Phaco device of Johnson & Johnson uses ultrasound energy to support and facilitate the removal of the natural crystalline lens. This means if a cataract is present, this advanced technology will support the removal of the cataract. This state of the art, best in class technology allows the operating surgeon to customise the amount of ultrasound energy required, offering enhanced safety and exceptional efficiency.

 **OCULUS**



## **Oculus Pentacam**

This is a device which evaluates the front half of the eye, including the cornea and lens. It assesses the shape and thickness of the cornea, gathering images and providing 3D pictures in less than 20 seconds. It produces precise, diagnostic data which assist in enabling you to achieve an excellent visual outcome.



### **ZEISS IOL Master 700 TK**

This piece of technology captures many biometric measurements of the eye and utilises sophisticated formulas to determine the best lens power. The ZEISS IOL Master 700 can capture 2,000 scans per second. Thanks to its outstanding performance, patients can expect improved visual outcomes after their lens replacement or cataract procedure.



### **ZEISS CIRRUS HD-OCT 500**

Similar to an ultrasound or MRI scan, an OCT exam is a fast and non-invasive way for the optometrist and/or surgeon to assess the health of the patient's eyes, by capturing a detailed image of each of the layers of the retina.



### **ZEISS HFA Humphrey Visual Field Analyser**

This instrument is the gold standard in perimetry, testing visual fields, which can highlight conditions such as glaucoma that may affect a patient's vision.

# Optical Express Gives Back

At Optical Express, care is at the heart of everything we do – we care for our patients, our colleagues, our communities and our environment. We have fostered a generous culture as we aim to become the world’s most socially and environmentally conscious eye care provider.

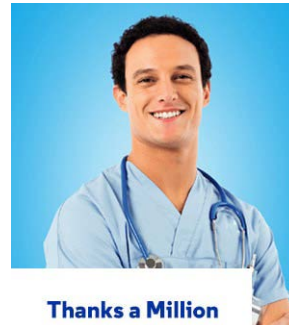
Optical Express are proud to have supported hundreds of humanitarian and philanthropic projects for more than 33 years, donating over £33 million to worthwhile causes in the UK and abroad.

We have supported hundreds of charitable organisations, both at home and abroad and we are committed to improving the lives of others by dedicating time, capital and services to those most in need. This extends to youth and sporting groups, third sector organisations, fundraising support for research, cancer charities, support for environmental causes, children’s charities, Malawi schools, Rwanda, Cameroon & Syria eye camps and more.

With locations throughout the UK, Ireland and across Europe, plus support offices, our colleagues are passionate about caring for the communities we serve. We have fostered a culture of care and we encourage every member of staff to contribute in some form, whether that be by suggesting ideas for new charities to support, taking part in charitable events, or making contributions no matter how small.

Read more about our work on our website at:

[opticalexpress.co.uk/about/corporate-responsibility](http://opticalexpress.co.uk/about/corporate-responsibility)



Optical Express have given away over £2 million of laser eye surgery to NHS and emergency service workers through their ‘Thanks a Million’ campaigns.



One in four children and young people are living in poverty in Scotland. The funds raised by the STV Children’s Appeal are crucial to help those who need it most.



Race Against Dementia is a global charity, founded by Sir Jackie Stewart OBE, to fund pioneering research into the prevention and cure of dementia.



Optical Express donated the majority of the £2.4m funding to the Royal National Institute of Blind People (RNIB) to open a facility designed to equip blind and partially sighted people with the skills and confidence to re-enter employment.



Optical Express employees travelled to Syria to help people whose lives have been blighted by poor eye sight.



Since 2007 more than 1 million people have received the gift of sight with spectacles donated by Optical Express. The charity helps the most at risk communities within Burundi, Uganda, Sudan, Zambia and Malawi. We continue to work with this charity to supply glasses to those in need.

“

**It's amazing and has really worked well. I'm delighted with the outcome, and delighted I went to Optical Express. It's a no-brainer to get lens replacement surgery.**

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**ROBIN GALLOWAY**  
RADIO PRESENTER,  
LENS SURGERY PATIENT



# Terms And Conditions

By paying your deposit you are accepting and agreeing to keep to these terms and conditions.

## 1. Payment

- a. A minimum deposit of up to £500 is required to secure the booking of your surgical procedure. Even if you have not scheduled a date for your surgical procedure to take place, paying a deposit constitutes booking surgery. The balance must be paid 7 days before the date scheduled for your surgical procedure. If the balance is not paid 7 days before the date scheduled for your surgical procedure, the procedure will be cancelled and we will retain the entire deposit paid. This deposit can be used towards the booking of a new date for your surgical procedure if the new date is within 3 months of the date initially booked for this procedure. The deposit paid can be used towards one rebooking only and cannot be transferred to the booking of a different patient.
- b. The amount you pay for your primary surgical procedure includes the cost of:
  - your pre-surgery consultations;
  - your pre-surgery clinician discussion;
  - any eye drops and medications that are prescribed by an Optical Express clinician, during the first 3 months after your primary surgical procedure;
  - Aftercare consultations delivered either in person or via telemedicine as recommended by your optometrist or ophthalmic surgeon during the first 3 months after your primary surgical procedure.
- d. After the first 3 months following your primary surgical procedure, you are responsible for the cost of any further eye drops or prescribed medications.
- e. Following your participation in your clinician recommended aftercare consultations within 3 months of your primary surgical procedure, you are responsible for the cost of any further appointments.
- f. Following your primary surgical procedure, you are responsible for the cost of any additional surgical procedures or treatments.
- g. If you had one stop cataract (fixed price) and if a YAG Capsulotomy procedure is undertaken within 12 months of the primary procedure it is provided for the sum of £200 per eye that you must pay. If undertaken outwith the 12 months, the fee of £795 per eye applies (prices correct at time of print and subject to change).
- h. If you had premium lens replacement surgery and if a YAG Capsulotomy procedure is undertaken within 12 months of the primary procedure it is provided free of charge. If undertaken outwith the 12 months, the fee of £795 per eye applies (prices correct at time of print and subject to change).
- i. Your aftercare programme will end, and you will be discharged from post-operative care, when your optometrist or surgeon (or both) thinks it is appropriate.
- j. After you are discharged from our post-operative care, we recommend that you arrange yearly eye examinations. You are responsible for arranging these examinations and must pay any charge that applies. Alternatively, patients who have undergone lens replacement or cataract surgery may also attend a refractive surgery follow-up consultation which involves more in-depth diagnostic tests than a standard eye examination.

## 2. Amendments to the type and date of your surgery

- a. If your ophthalmic surgeon recommends a different type of surgery than the one you have scheduled (for example a multifocal lens instead of a monofocal lens), there may be an extra cost for this.
- b. It is your choice whether to go ahead with the different type of surgery that has been recommended. If you decide to go ahead you will have to pay the extra cost before the surgery can go ahead. If you decide not to have the different type of surgery, you can cancel your surgery and will receive a refund of any money you have paid, in line with the refund policy set out in detail below.
- c. If you change the date of your surgery within 21 days of your planned surgery, you will have to pay a charge of £150 per eye. If you change the date of your surgery more than 21 days before your planned surgery, there will be no charge for this.

3.

Area	Premium Lens Replacement	One-Stop Cataract (Fixed Price)
Pre-Op Consultation	Complimentary	Complimentary
Clinician Discussion	Complimentary	Complimentary
Clinician Discussion Performed By	Treating Ophthalmic Surgeon	Treating Ophthalmic Surgeon or Optometrist
Post-Op Medications	Complimentary in first 3 months	Complimentary in first 3 months
Post-Op Aftercare	Complimentary in first 3 months as recommended by your clinician	Complimentary in first 3 months as recommended by your clinician
Post-op LVC Enhancement	One Procedure Per Treated Eye Complimentary within 12 months	Not Complimentary - Fees Apply
Post-op Sulcus IOL Enhancement	Not Complimentary - Fees Apply	Not Complimentary - Fees Apply
Post-op YAG Capsulotomy	One Procedure Per Treated Eye Complimentary within 12 months	Not Complimentary - Fees Apply

#### 4. Exclusions

The cost of your primary surgical procedure does not include (and we are not responsible for providing or for meeting the costs, charges, compensation or expenses relating to) the following;

- Glasses or contact lenses which you may need after your surgery or any further surgery or other treatment if your vision is not fully corrected as a result of your primary surgical procedure.
- Glasses or contact lenses which you may need after your surgery or any further surgery or other treatment as a result of a different problem with your vision which is not related to your primary surgical procedure.
- Glasses or contact lenses if you have or develop presbyopia (an age-related eye condition that reduces the ability to see to perform near-vision tasks). Applicable only to impantable contact lens surgery.
- Any further surgery that has a different aim to your primary surgical procedure (for example, if the further surgery is aiming to improve close vision but the initial treatment was not).
- Any surgery or other treatment not included in the fee for your primary surgical procedure.
- Any cosmetic or therapeutic treatments, such as eyelid surgery.
- Any procedures or devices to treat dry eye that are not included in the cost of your primary surgical procedure, such as LipiFlow treatment or punctal plugs.

- Any other dry eye medical appliance such as heat masks, lid wipes or Omega 3 supplements.
- A corneal cross-linking procedure.
- Consultations with or treatment carried out by anyone other than a optometrist or ophthalmic surgeon who provides services at an Optical Express clinic.
- Postponement of your surgical procedure or aftercare due to equipment failure, or your optometrist or ophthalmic surgeon being ill or unavailable. If this happens, we may rearrange your surgery or aftercare at another Optical Express clinic or with another Optical Express ophthalmic surgeon (or both).
- Emergency surgery or other treatment, as recommended by your optometrist or surgeon. We may decide that any emergency surgery or other treatment and associated aftercare can be provided at another Optical Express clinic or with another Optical Express surgeon or by a company or surgeon not connected to Optical Express, if this is in your best interests.
- If the ophthalmic surgeon decides not to go ahead with your surgery because they believe it would not be in your best interests to have the surgery you have been scheduled for, or they feel that a different type of surgery may be more suitable for you. If this applies, they may recommend that you take more time to consider your options.
- You are ill, have a heavy cold, an infection or active cold sores (or similar) on the day of surgery. In these circumstances it is not recommended that you go ahead with your surgical procedure and we may need to rearrange it.
- Your travel or other extra expenses or loss of income arising from, for example, you taking time off work because your eyes take longer than expected to heal, there is a complication relating to your surgery or to allow you to receive treatment or aftercare.
- Medications prescribed more than 3 months after your primary surgical procedure.
- Aftercare consultations after your participation in your clinician recommended appointments or more than 3 months after your primary surgical procedure.
- Any procedure or treatment that follows after a first enhancement procedure to a given eye.
- Further surgery, enhancement procedures or other treatment which is needed more than 12 months after your primary surgical procedure. This exclusion applies where you are deemed clinically unsuitable for further surgery, an enhancement procedure or other treatment for any reason within 12 months of your primary surgical procedure, and are subsequently deemed clinically suitable for further surgery, an enhancement procedure or other treatment more than 12 months after your primary surgical procedure.

## 5. General notes

- a. We may not be able to offer you a consultation with, or surgery carried out by, a member of the same sex. If you are concerned by this but still want to go ahead with your scheduled surgery or other treatment, your clinic manager can arrange for a chaperone of the same sex who will stay with you during the consultation or surgery. It is your responsibility to ask the clinic manager to arrange this for you.
- b. If you would like to discuss anything relating to your consultation or surgery in confidence, please speak to your clinic manager.
- c. You should be aware that there are certain medical reasons that deem patients unsuitable for refractive treatment including but not limited to the taking of certain medications, pregnancy and breastfeeding. This may mean that you are deemed clinically unsuitable for further surgery, an enhancement procedure or other treatment within 12 months of your primary surgical procedure and may not therefore be able to benefit from the one laser eye surgery enhancement procedure per eye at no cost during the first 12 months after your primary surgical procedure.
- d. We may change our prices from time to time. We will honour the price we gave you at your pre-surgery consultation, but only if you book your surgery within 14 days of your pre-surgery consultation. If we reduce our prices for your surgery following your pre-surgery consultation, we will charge you the lower price that applies at the time of your surgery.
- e. If we reduce the price of your treatment after the date of your surgical procedure, we will not issue a refund.
- f. We will use personal information relating to your treatment to help provide your treatment, review your treatment, give you advice about additional treatment, carry out any additional treatment, and manage our business properly (for example, to allow us to keep accurate records and for quality-control purposes).
- g. We will use information relating to your treatment for research purposes, for statistical analysis and in connection with academic and scientific papers, presentations and other publications. Information relating to your treatment which we use for these purposes will not reveal your identity.

## 6. Force Majeure

- a. An event of force majeure is an event or circumstance which is beyond the control and without the fault or negligence of the party affected. An event of force majeure includes but is not limited to war, terrorism, earthquakes, hurricanes, acts of government, plagues, epidemics or pandemics.
- b. Neither party is responsible for any failure to perform its obligations under this contract, if it is prevented or delayed in performing those obligations by an event of force majeure.
- c. Where there is an event of force majeure, the party prevented from or delayed in performing its obligations under this contract must immediately notify the other party giving full particulars of the event of force majeure and the reasons for the event of force majeure preventing that party from, or delaying that party in performing its obligations under this contract.
- d. Upon completion of the event of force majeure the party affected must as soon as reasonably practicable recommence the performance of its obligations under this contract.
- e. You have no entitlement and we have no liability for:
  - (i). any costs, losses, expenses, damages or the refund of any part of the contract price during an event of force majeure; and
  - (ii). any delay costs in any way incurred by you due to an event of force majeure.

## 7. Complaints policy

- a. If you have a complaint about any part of our service, please tell your clinic manager.
- b. Wherever possible, the clinic manager will deal with your complaint as quickly and efficiently as possible. If your complaint does not fall within the clinic manager's area of responsibility, they will pass your complaint to the appropriate department, who will investigate and respond to you.
- c. If you are unhappy with your clinic manager's response to your complaint, or if you do not feel comfortable raising your complaint with your clinic manager, you can ask our Clinical Services department to look into the matter. To do this, please send your complaint in writing to [clinicalservices@opticalexpress.com](mailto:clinicalservices@opticalexpress.com) or Clinical Services, Optical Express, 200 St Vincent Street, Glasgow, G2 5SG. Clinical Services will aim to provide a response within 20 working days.



# Consent Form

Internal Use Only: PX CID..... PX DOB.....

**It is important that you have read and understood the information in this consent brochure in relation to your lens replacement surgery.**

**If you have any questions please speak to your surgeon before your surgery.**

Before surgery this page will be detached from the consent brochure and retained in your medical records.

Please write your initials in the boxes as confirmation that you agree to and understand the information in this consent brochure.

- |  |         |                      |
|--|---------|----------------------|
| About Lens Replacement (page 8 - 9).   | Initial | <input type="text"/> |
| What Types Of Lenses Are There (page 12).  |         | <input type="text"/> |
| Benefits Of Lens Replacement Surgery (page 13).  |         | <input type="text"/> |
| The Potential Risks (page 14).   |         | <input type="text"/> |
| Outcomes Of Lens Replacement Surgery (page 15).  |         | <input type="text"/> |
| Preparing For Your Procedure (page 18 - 20).   |         | <input type="text"/> |
| What To Expect After Your Procedure (page 21 - 24).  |         | <input type="text"/> |
| I Have Read, Understood And Agree With The Terms & Conditions (page 30 - 32).  |         | <input type="text"/> |
| Your surgeon will decide whether you are suitable for treatment after carrying out a careful examination, discussing the treatment with you and considering your optometrist's opinion. The surgeon's decision will be based on your individual needs. |         | <input type="text"/> |
| Your surgeon may elect to postpone your procedure to a future day should they believe that additional diagnostic tests or additional medical specialist support or information is required to allow delivery of your treatment.                        |         | <input type="text"/> |

## Optometrist Declaration

I have discussed the intended procedure with the patient and have provided the patient with this informed consent brochure. I am content that the patient understands it and the risks and benefits of, and alternatives to, the treatment. The patient has told me that I have answered all their questions to their satisfaction. The patient has also told me they are willing to accept the risks associated with the intended treatment, and voluntarily agrees to have lens replacement surgery.

Optometrist Name: ..... Optometrist Signature: ..... Date: .....

## Patient and Surgeon to Complete Together:

- |   |                      |
|---|----------------------|
| Immediate Sequential Lens Replacement (IOL) Procedure | <input type="text"/> |
| Delayed Sequential Lens Replacement (IOL) Procedure   | <input type="text"/> |
| One Eye Only Lens Replacement (IOL) Procedure         | <input type="text"/> |

## Patient and Surgeon to Complete Together (please tick one box):

- Intraocular Lens Type
- Distance (Monofocal) IOL     Right Eye     Left Eye     Both
- Monovision (Monofocal) IOL     Right Eye     Left Eye     Both
- Presbyopia Correcting (Bifocal, Multifocal, EDOF or Trifocal) IOL     Right Eye     Left Eye     Both

**Patient Declaration**

Further to my consultation with my optometrist I have taken part in a discussion with a second clinician who also discussed with me the risks, benefits and alternatives to cataract/lens replacement surgery, such as glasses and/or contact lenses.

I received my lens replacement and cataract surgery informed consent brochure which includes the terms and conditions more than 24 hours before my surgery.

I understand that the decision whether to go ahead with cataract or lens replacement surgery (whichever applies) is mine alone, and should be based on the information I have received in this document and during my pre-treatment consultation(s).

I confirm that all my questions have been answered, and I am satisfied with the answers. I understand that cataract or lens replacement surgery is an elective procedure (which means that I can choose whether or not to have this procedure). I understand that there are other ways to correct vision, some which involve surgery and some which do not, but I also understand that there are currently no other effective ways to correct or restore lost vision that is caused by cataracts. The risks and benefits in addition to the range of outcomes associated with treatment have been thoroughly explained to me. I understand there are no guarantees as to my outcome.

Having carefully reflected I give my consent to go ahead with surgery.

**Patient Name:**.....

**Patient Signature:**.....

**Date:**.....

**Surgeon Declaration**

I have discussed the intended procedure with the patient. I am satisfied that the patient has read this informed consent brochure, and understands it and the risks and benefits of, and alternatives to, the treatment. The patient has told me that I have answered all their questions to their satisfaction. The patient has also told me they are willing to accept the risks associated with the intended treatment, and voluntarily agrees to have lens replacement or cataract surgery. I agree to accept this patient on the above terms and provide treatment as set out in this document.

**Surgeon Name:**.....

**Surgeon Signature:**.....

**Date:**.....

Notes
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**99%**

of patients with a multifocal lens were able to read newspaper print without the use of glasses or contact lenses. Multifocal lenses are not available on the NHS.\*

\*Optical Express Outcomes Analysis of Johnson & Johnson Tecnis Synergy IOL outcomes, 876 Patients, N8 font or better, September 2023.

### Contact Telephone Numbers

For enquiries such as changing or arranging appointments or general, non emergency, questions not already covered in this information sheet please contact your local clinic or our customer advice lines:

- UK and Northern Ireland
- Republic of Ireland

**0800 023 20 20**  
**1800 818 543**

### Out of Hours Emergency Telephone Numbers:

These emergency numbers are only operational outside of normal opening hours. Please DO NOT call these numbers out of hours if your enquiry is not a clinical emergency. During normal opening hours, all general enquiries or clinical emergencies must be directed to your local clinic or the below customer advice lines.

- UK and Northern Ireland
- Republic of Ireland

**0870 850 8291**  
**1800 818 693**

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