



This is the publication scheme for Optical3 Opticians Limited as required by the Freedom of Information Act 2000.

Introduction

This publication scheme is a complete guide to the information routinely made available to the public by Optical3 Opticians Limited. It is a description of the information about our NHS services that we make publicly available. It will be reviewed at regular intervals.

How is the information made available?

The information is available in hard copy from:
Optical3 Opticians Limited
9 Leicester Road
Anstey
Leicester
LE7 7AT

Cost of Information

For the most part, we will only charge for multiple hard copies, or copies onto media. Charges are as follows and will be reviewed regularly.

Accessed from our website - free of charge
Single hard copies - free of charge
Multiple hard copies, or archived copies will attract a charge for photocopying, retrieval and postage. We will inform you of the cost of these charges that will have to be paid in advance.
E-mail will be free of charge.

Your Rights to Information

The Freedom of Information Act 2000 is designed to promote openness and accountability amongst all organisations that receive public money.

From January 1st 2005 it will oblige optical practices to respond to requests about the NHS related information that it holds, and it will create a right of access to that information. These rights are subject to some exemptions that have to be taken into consideration before releasing information.

In addition to accessing the information identified in the publication scheme, you are entitled to request information about our NHS services under the NHS Openness Code 1995.

New environmental information regulations may be introduced as early as 2003. These will enable similar access to environmental information as under the Freedom of Information Act 2000.

Under the Data Protection Act 1998, you are also entitled to access your clinical records or any other personal information held about you and you can contact us to do this.

Feedback

If you have any comments about the operation of the Publication Scheme, or how we have dealt with your request for information from the scheme, please e-mail sales@optical3.com or write to:

Geraint Griffiths
Optical3 Opticians Limited
9 Leicester Road
Anstey
Leicester
LE7 7AT

Classes of Information

All NHS information at Optical3 Opticians Ltd is held, retained and destroyed within NHS guidelines. Our commitment to publish information excludes any information that can be legitimately withheld under the exemptions set out in the NHS Openness Code or Freedom of Information Act 2000. From 2005, individual classes are subject to exemptions, the main reasons being the protection of commercial interests and personal information under the Data Protection Act 1998. This Scheme had been written in accordance with those exemptions. The information on this Scheme is grouped into the following categories:

1. Who we are

Details of all the opticians and optometrists employed in our practice can be obtained by contacting us directly.

Alternatively, details of all opticians and optometrists registered in the UK are available from the General Optical Council

Tel: 0207 580 3898.

Company Registration number for Optical3 Opticians Ltd is CO-39591

2. Our services

We provide free NHS eye tests for those who are eligible. You may also be entitled to vouchers that can be used against the purchase of spectacles or contact lenses if you require them. Contact Optical3 on 0116 2363113 to find out if you are eligible. Appointments for eye tests can be booked over the phone, or by dropping into the practice.

Regular publications and information for the public
A complete set of information about optical and ocular conditions, eye tests, glasses, and contact lenses, can be found on a number of websites including www.college-optometrists.org

3. Financial and funding information

For every eye test performed on behalf of the NHS we receive a set fee which is fixed nationally. The fees paid by the NHS are available from the practice on request. This covers expenses such as optometrist and staff salaries, equipment costs and other store overheads.

If you are not eligible for the NHS eye test, please contact Optical3 for details of our current charges.

4. Our policies and procedures

These are available on our website www.optical3.com or by contacting the practice:

Complaints
Health and Safety
Chaperone
Data handling/ privacy

Complaints

If you have a complaint about any of our products or services, we recommend that you first discuss any problems with the manager.

If the matter cannot be resolved in this way or you are unsatisfied with the response you receive, please follow our complaints procedure.

Useful Resources

Websites:

NHS Freedom of Information <https://www.england.nhs.uk/contact-us/foi/>

Freedom of Information Act 2000 <https://www.legislation.gov.uk/ukpga/2000/36/contents>

Information Commissioner <https://ico.org.uk/>

Publications:

Lord Chancellors Department <https://www.justice.gov.uk/>