2020VISION UK LTD t/a Home Opticians

Practice Leaflet

About Us

2020Vision UK Ltd, trading as Home Opticians, is a limited company providing NHS domiciliary and in-school optometry services.

Contact Details

Registered office: Muhammad Patel, 2 Sledmere Close, Bolton, BL1 8JP

Telephone: 07598 443479

Email: info@homeopticians.co.uk

Website: www.homeopticians.co.uk

Services Available

Under our contract, we provide:

- NHS sight testing
- Dispensing of glasses, with frames chosen and fitted on-site at the school

How to Make a Complaint or Comment

We welcome feedback on our service. If you have a complaint or comment, please contact us in the first instance by telephone on 07598 443479 or by email at info@homeopticians.co.uk.

If your concern is not resolved to your satisfaction, you may write or email the Practice Manager, who will handle your complaint formally and in line with our written complaints policy. We will acknowledge your complaint promptly and keep you informed of progress until it is resolved.

Your Rights and Responsibilities

As a patient, you have the right to expect a safe, professional, and courteous service, delivered in accordance with the standards set by the General Optical Council and the NHS. You have the right to be treated with dignity and respect, to have your questions answered, and to be involved in decisions about your care.

In return, we ask that you (or, for pupils, the school and parents/carers on their behalf):

- Keep appointments, or give us as much notice as possible if you need to rearrange or cancel
- Provide accurate and up-to-date information relevant to your care
- Treat our staff with courtesy and respect

Access to Patient Information

Access to your personal and clinical information is restricted to those directly involved in providing your care, including the examining optometrist, dispensing optometrist, and administrative/coordination staff who manage appointments and records.

We process and hold patient information in accordance with the Data Protection Act 2018 and UK GDPR. Information is kept confidential and secure, and will only be shared with other health professionals or organisations where necessary for your care, where you have given consent, or where we are required to do so by law. You have the right to access the personal information we hold about you — please contact us using the details above if you would like to make such a request.

Our NHS Contract

2020Vision UK Ltd (t/a Home Opticians) is a party to a contract with the Commissioner to provide NHS sight-testing services. The Commissioner for this service is NHS Greater Manchester Integrated Care Board (ICB).

The postal, email and website addresses and telephone number of the Commissioner, from whom details of primary ophthalmic services in the area may be obtained, are available from us on request.