

SFHOPTR19

Supervise the contact lens service



Overview

This describes the standard required to set up and supervise the supply of contact lenses to the customer, providing the verbal and written advice and information required for the safe and effective wear of contact lenses. Users of this standard will need to ensure that practice reflects up to date information and policies.

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Performance criteria

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You must be able to:

- P1 confirm that the contact lenses received from the supplier or stock match the order requested
- P2 refer anomalies to the relevant clinically qualified person
- P3 complete the required documentation correctly
- P4 inform the customer how the lenses will be collected or delivered
- P5 manage the appointments process according to your practice's/store's procedures
- P6 ensure that the contact lenses are correctly prepared and stored ready for collection
- P7 ensure that the contact lenses are correctly supplied according to your practice's/store's procedures
- P8 manage the payment process according to your practice's/store's procedures
- P9 maintain hygiene standards according to your practice's/store's procedures

Advise the customer on usage, handling and care requirements

You must be able to:

- P10 ensure that the customer understands the importance of adhering to the specified continuing and regular after-care regime
- P11 ensure that the customer can safely and successfully insert and remove their contact lenses
- P12 ensure that the customer understands how to care for their contact lenses
- P13 inform the customer of the recall procedure
- P14 ensure that the customer understands the need to notify a qualified person promptly of any adverse reactions when wearing contact lenses
- P15 inform the customer of the out-of-hours and after-sales service available
- P16 ensure that written eye care information has been given to the customer and is correctly recorded
- P17 refer anomalies or problems to the relevant clinically qualified person
- P18 complete the required documentation correctly

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Knowledge and understanding

You need to know and understand:

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- K1 the legislation covering the sale and supply of contact lenses
- K2 the legislation covering the issue of written prescriptions
- K3 the benefits and various features of contact lenses
- K4 the replacement frequency of contact lenses
- K5 the range of parameters of contact lenses
- K6 units of measurement including dioptres, cylinder and axis
- K7 the types of materials used for contact lenses i.e. polymethyl methacrylate (PMMA), gas permeable (GP), soft (including water content), silicone hydrogel
- K8 the methods of supply
- K9 the requirements for customer aftercare
- K10 your practice's/store's requirements for documentation
- K11 your own level of authority
- K12 why and to whom to refer queries
- K13 the relevance of CE standards
- K14 the implications of the Data Protection Act

Advise the customer on usage, handling and care requirements

You need to know and understand:

- K15 general principles of contact lens fitting to ensure comfort, good visual acuity and eye health
- K16 the importance of regular aftercare
- K17 the types of materials used for contact lenses i.e. polymethyl methacrylate (PMMA), gas permeable (GP), soft (including water content), silicone hydrogel
- K18 cleaning, disinfecting and care procedures and products
- K19 how to teach a customer to insert and remove contact lenses
- K20 typical adverse reactions to contact lenses
- K21 after-sales support and out-of-hours procedures
- K22 your practice's/store's recall procedures
- K23 need for and importance of hygiene
- K24 your practice's/store's requirements for documentation
- K25 your own level of authority
- K26 why and to whom to refer queries

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Additional Information

External links

This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004):

Dimension: G5 Services and project management

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