

# Specsavers now open again for routine eye tests

The Specsavers stores in Scotland are all now open again for routine tests.

They can test your eyesight and hearing, consult on contact lens, frame repairs and all the services they provided before the Covid-19 lockdown.

Specsavers' Scottish Chair, Susanne Akil said: "With lockdown measures easing, we've now extended our services in line with the latest Scottish Government guidelines. This means that, for the first time since lockdown, customers are able to book routine eye and hearing tests.



"To help manage physical distancing and ensure that services are provided safely, visits to store will be by appointment only – customers can book an appointment in advance by phone

or [online](#) Stores may contact customers before they visit to ensure a safe and efficient service when they arrive.

“We would encourage anyone visiting the store to browse online for glasses before they come in, minimising their time in store, and we ask that customers wear face masks for the duration of their visit.”

New hygiene and personal protection measures include restrictions on the number of customers allowed in store at any one time, strict physical distancing rules and, where possible, contactless or card instead of cash payments.

In line with NHS guidance, Specsavers colleagues will use full personal protective equipment (PPE) and all testing equipment, hard surfaces and spectacle frames will be thoroughly sanitised after each use.

Susanne continued: “The COVID-19 pandemic has presented an unprecedented challenge in the management of eye and hearing care,’

‘Throughout lockdown we remained open to offer customers emergency and essential care. However, being unable to perform routine eye tests has meant that many people could be living with serious conditions which could have been identified if we had been able to see them.

A survey from Specsavers revealed that a third of people in the UK noticed a deterioration in their vision during lockdown.\*

‘During lockdown many of us have been spending more time looking at screens, reading, or watching TV, which is likely to make people more aware of pre-existing sight conditions or the fact that their prescription may have changed. More screen time can also lead to eye strain and visual fatigue, which isn’t usually serious but could explain why so many people are reporting issues.’

'We would ask customers to be patient with us as we welcome them back.' she adds. 'The guidelines are designed to keep customers and colleagues safe and will mean fewer people are allowed in stores, and maintaining high levels of cleanliness may mean some examinations take a little longer.'

'But we want to encourage anyone with needs or symptoms who have has missed their usual sight or hearing test during lockdown to book an appointment as soon as possible, so our teams can return to providing the highest levels of care throughout Scotland.'

'There are already waiting lists of customers who requested routine appointments during lockdown and could not be seen, and these customers will be booked in as a priority.'

Customers unable to attend a store can still access care and support through Specsavers RemoteCare video and telephone consultation service, and Specsavers Ask The Expert Facebook group, while glasses and contact lenses can be bought online with a current prescription at [specsavers.co.uk](https://www.specsavers.co.uk).

[www.specsavers.co.uk](https://www.specsavers.co.uk)