Your service is provided by:

Nirinder S Hunjan BSc(hons) BMedSc(hons) MMedSc MCOptom.

I am a sole contractor, who is registered to provide home visits within the following Primary Care Trust Areas: Shropshire, Telford & Wrekin, South Staffordshire, Wolverhampton, Walsall, Dudley, Sandwell, Birmingham, Solihull and Worcestershire.

Our registered Head Office (For Correspondence) is at:

61 Trafalgar Road
Tividale
Oldbury
West Midlands
B69 1RE

Telephone: 01384 420 949
Mobile: 07725 347 286
Email: info@oncallopticians.co.uk
Website: www.oncallopticians.co.uk

What services are provided:

We provide NHS funded mobile sight tests. If you are eligible for an NHS funded sight test, you may obtain mobile services as follows:

- **At home**: if you are unable to leave home unaccompanied because of physical or mental illness or disability.
- **At a residential or care home**: if you normally live there and you are unable to leave the home unaccompanied because of physical or mental illness or disability.
- **At a day centre**: if you would have difficulty in obtaining sight testing services from practice premises because of physical or mental illness or disability or because of difficulties in communicating your health needs unaided.

Patients can request services by telephone, mobile phone, email or writing to Nirinder S Hunjan; 61 Trafalgar Road, Tividale, Oldbury, West Midlands B69 1RE.

You qualify for a free NHS funded sight test if you are:

- Aged 60 or over
- Aged under 16
- Aged 16,17 or 18 in full time education
- Diagnosed with diabetes or glaucoma
- Considered to be at risk of glaucoma (as advised by an ophthalmologist)
- Aged 40 or over and the parent, brother, sister, son or daughter of a person diagnosed with glaucoma
- Registered blind or partially sighted
- Eligible for an NHS complex lens voucher (your optician will advise on your entitlement)
- **Claiming Benefit** (Income Support, Income-based Jobseeker’s Allowance, Income-based Employment and Support Allowance, Pension Credit Guarantee Credit or receiving Tax Credits and meeting qualifying conditions)
- On a low income and named on a valid HC2 (full help) or HC3 (partial help) certificate
Help with the cost of spectacles or contact lenses

You may qualify for an NHS optical voucher to help with the cost of your spectacles or contact lenses if you are: claiming certain benefits or on a low income and named on a valid HC2 (full help) or HC3 (partial help) certificate; eligible for an NHS complex lens voucher; aged under 16; or aged 16, 17 or 18 in full time education. You have the right to use your optical voucher with any supplier.

Your safety

When testing your sight we will ensure that all legal requirements relating to health and safety in the workplace are satisfied; and that we follow strictly the requirements and recommendations of the Medicines and Healthcare products Regulatory Agency.

Your rights and responsibilities

As a patient you have the right to be treated by us with fairness and with dignity. We will test your sight using sound clinical practice and using modern techniques and instruments. After your sight test we will give you your optical prescription or a statement that you do not need a prescription.

We ask you to give our staff accurate information about the illness or disability which prevents you from being able to go to a high street optician without another person’s help. We also ask you to treat our staff with courtesy and to keep to any appointment you have made with us. If you break your appointment without giving us reasonable notice we reserve the right to make a charge.

Your information

We treat all clinical information about your treatment with complete confidentiality, although we may sometimes need to inform your family doctor about our clinical findings during your sight test. We may also need, with your agreement, to refer you to a hospital eye department in which case we will supply them with all the relevant clinical details. We may sometimes need to make your records available to authorised staff from the local Primary Care Trust for whom we provide services. When handling your personal information we will always abide by the principles of Data Protection laid down by the Information Commissioner’s Office with whom we are registered.

Complaints

If you would like to make a complaint, please contact Nirinder S Hunjan at On Call Opticians by telephone 01384 420 949 or writing to Nirinder S Hunjan, 61 Trafalgar Road, Tividale, Oldbury, West Midlands, B69 1RE. Your complaint will be acknowledged within 3 working days and you will receive a response within 10 working days or as soon as reasonably practicable thereafter.

If you are not happy with how your complaint has been handled by us, you can contact the relevant primary care trust that serves your area, the details of which are continued on the following page.
The NHS has its own specific complaints procedure that can be viewed by clicking on the following link:


The addresses for complaints to the different PCTs we are registered with are:

Shropshire PCT, William Farr House, Myton Oak Road, Shrewsbury, Shropshire, SY3 8XL
Tel: 01743 277500

Telford and Wrekin PCT. Primary Care Centre, Halesfield 6, Telford, Shropshire, TF7 4LN
Tel: 01952 580300
http://www.telfordpct.nhs.uk/

Wolverhampton PCT, Coniston House, Chapel Ash, Wolverhampton, West Midlands, WV3 0XE
Tel: 01902 444 888
http://www.wolvespct.nhs.uk/

Walsall PCT, Jubilee House, Bloxwich Lane, Walsall, West Midlands, WS2 7JL
Tel: 01922 618388
http://www.walsall.nhs.uk

Dudley PCT, St. Johns House, Union Street, Dudley, West Midlands, DY2 8PP
Tel: 01384 322002
http://www.nhsdudley.nhs.uk

Sandwell PCT, Kingston House, 438-450 High Street, West Bromwich, West Midlands, B70 9LD
Tel: 0845 155 0500
http://www.sandwell-pct.nhs.uk

Birmingham East and North PCT, Fourth Floor, Waterlinks House, Richard Street, Aston, Birmingham, B7 4AA
Tel: 0121 333 4113
http://www.benpct.nhs.uk/

Heart of Birmingham PCT, Bartholomew House, 142 Hagley Road, Birmingham, West Midlands, B16 9PA
Tel: 0121 224 4600
http://www.hobtpct.nhs.uk/

South Birmingham PCT, Trust HQ, Triplex House, Eckersall Road, Birmingham, B38 8SS
Tel: 0121 465 8000
http://www.sbpct.nhs.uk/

Solihull Care Trust, Friars Gate, 1011 Stratford Road, Shirley, Solihull, West Midlands, B90 4BN
Tel: 0121 711 7171
http://www.solihull.nhs.uk

Worcestershire PCT, Ground Floor West Wing, Wildwood, Wildwood Drive, Worcester, Worcestershire, WR5 2LG
Tel: 01905 760000
http://www.worcestershire.nhs.uk

Disclaimer:

All information was correct at the time of publication. Please note that the PCTs have been superseded by area teams and clinical commissioning groups. Some of the above sites may have been decommissioned. Thank you.