



**It's a wonderful world.
We'll help you see it that way.**

YAG CAPSULOTOMY

OpticalExpress



We have more 5 star Trustpilot reviews than all other national eye surgery providers combined.*

We firmly believe that independent reviews are the best way for you to understand who we are, what we do and why you can trust us.



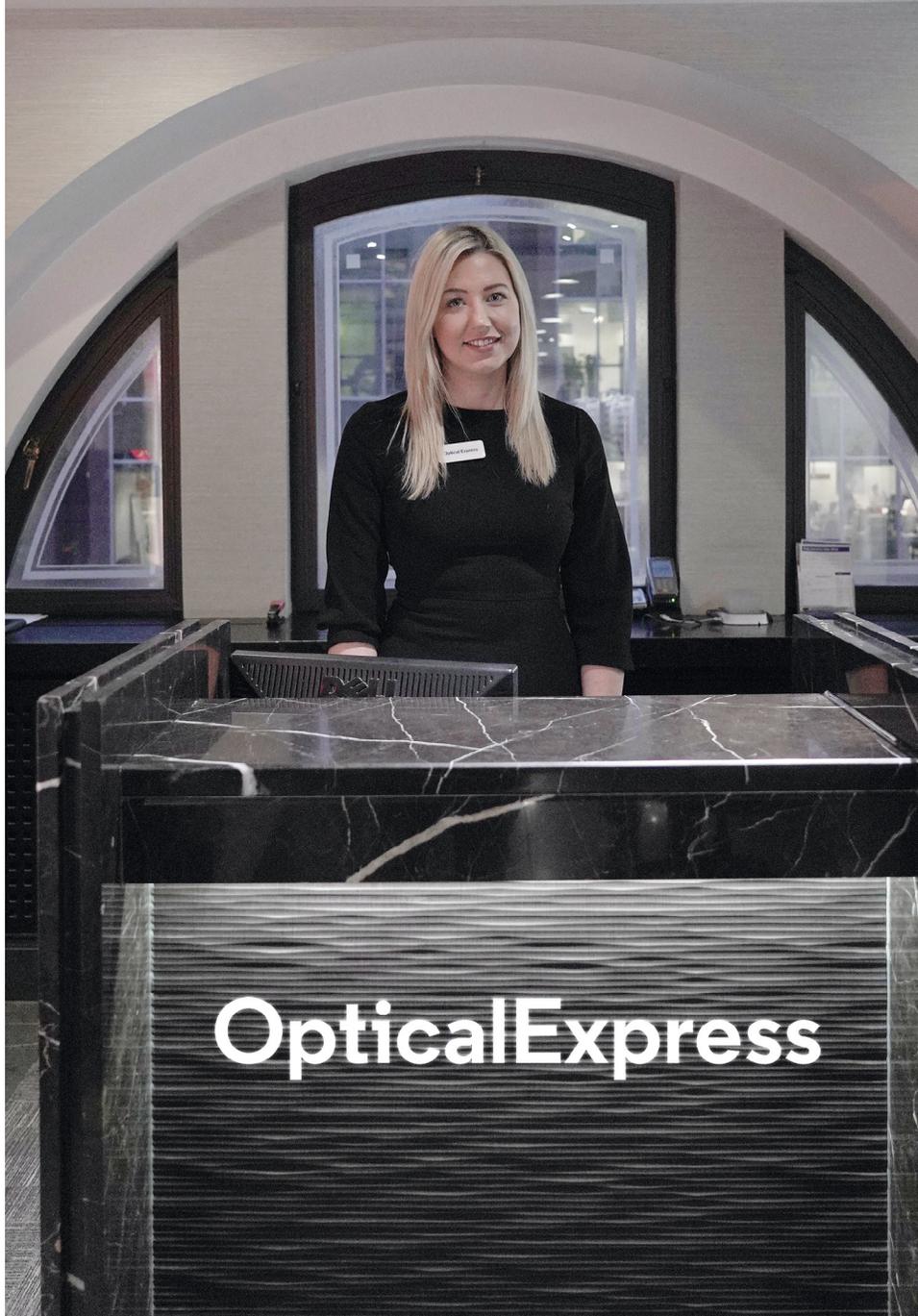
*Correct as of 31/01/24. For verification visit www.trustpilot.com

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We are
here with you,
each step of
the way...



Welcome

At Optical Express we are focused on delivering exceptional patient care, outstanding clinical outcomes and continued investment in our people and technology.

For over 35 years, millions of patients have trusted Optical Express with their eye care. As Europe's leading private provider of laser eye, premium intraocular lens and cataract surgery, our surgeons undertake more procedures collectively than any other provider.

Founded in 1990, Optical Express has grown from just one location to in excess of 130 clinics in the UK and Ireland, 9 across Germany and 1 in Croatia. We look after thousands of patients in our clinics every week and it's a privilege to transform the lives of so many.

At Optical Express we're committed to giving patients a world class level of service and clinical care. Every patient is treated as an individual, with personalised treatment which aims to achieve their best possible results and transform their lives.

Thank you for choosing Optical Express. We look forward to welcoming you to our clinic on your day of treatment.

You've Made The Right Choice

You can be confident that by having your procedure at Optical Express you've made the right choice.

- We're the number one provider in the UK and Ireland.
- The doctor's doctor - we are the provider of choice for more healthcare professionals in the UK and Ireland than any other provider. We have treated thousands of doctors, optometrists and ophthalmic nurses with laser eye and lens replacement surgery.
- The collective experience of our ophthalmic surgeons and optometrists ensures you will be in safe hands.
- We use state of the art technologies manufactured by global leaders such as **Johnson-Johnson VISION** and **ZEISS**.
- The care you receive during and after your treatment will be of the highest standard.
- We have more 5 star Trustpilot reviews than all other national providers combined.*



*Correct as of 31/01/2024. For verification visit www.trustpilot.com

The International Medical Advisory Board (IMAB)

The Optical Express IMAB is made up of some of the most respected pioneers, innovators and world leaders in ophthalmology. Together, they help to ensure that Optical Express remains at the forefront of clinical excellence and that we continue to provide our patients with excellent visual results after treatment.

Professor Steve Schallhorn is the Chairman of the IMAB. He is recognised as an expert in refractive surgery, and his career includes time spent as a consultant to NASA and NATO. He is a former Head of Ophthalmology for the United States Navy and a world leader in refractive surgery.

Here Professor Schallhorn explains the role of the IMAB:

“The IMAB is made up of many of the world’s leading refractive surgery experts. On an ongoing basis, it takes an extensive look at everything Optical Express does clinically, from assessing patient outcomes and the company’s approach to patient care, to deciding upon which advances in technology should be considered for use in our clinics. It’s a way of ensuring sound clinical governance across the business. No other organisation in the world does this, and our IMAB really sets Optical Express apart.”



Professor Steve Schallhorn
Chairman



Dr Jan Venter



Dr Marguerite McDonald



Dr John Vukich



Dr Zaina Al Mohtase



Dr Stephen Slade



Dr David Teenan



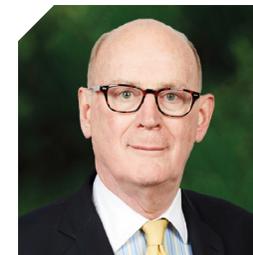
Dr Colman Kraff



Dr Stephen Coleman



Dr Stephen Hannan



Professor David Spalton



Dr Julie Schallhorn



Dr Stephen Klyce



Dr Steven Dell



Dr Eric Donnenfeld

What Is YAG Capsulotomy?

A YAG capsulotomy is a non-invasive procedure that aims to eliminate the cloudiness that occasionally impacts a patient's vision after they have undergone cataract or lens replacement surgery.

A cataract is when the natural lens in your eyes become cloudy. When you have cataract surgery, your surgeon removes the cataract and replaces it with an artificial lens implant. Your surgeon places this new lens behind the iris in the same capsule within your eye that the natural crystalline lens comes out of. Leaving the capsule in place during cataract or lens replacement surgery allows the vision post-surgery to be more stable and ensures fewer surgical complications.

However, sometimes some of the lens cells that are left in the capsule grow back and form a layer inside the capsule. This can thicken or wrinkle the capsule, causing blurred vision, glare or double vision. A YAG capsulotomy procedure can easily treat this with the use of a laser.

Alternatives to YAG capsulotomy can be to wear glasses that may improve your vision to some extent but if the thickening is severe, glasses will not help. In this case, YAG capsulotomy is the only option to restore your vision. Leaving the capsule untreated does not threaten your vision straight away but it can gradually worsen until your vision is very blurred. YAG capsulotomy is designed to bring your vision back up to the level that it was after your initial lens surgery.

Here Is An Analogy

Imagine the new lens from your cataract surgery within your eye as a 'window'; initially, a small number of patients feel that they are looking through condensation. In time, the appearance becomes cloudy and frosted, as if you're looking through a bathroom window. This is what happens when the back capsule or surface of your new lens has become affected by the lens cells, causing blurred vision, glare or double vision.

With a YAG capsulotomy procedure we can remove the back capsule or surface cells allowing clearer vision to return.



Potential Risks

As with any type of surgery, there is a degree of risk involved with YAG capsulotomy. Optical Express perform more procedures and look after more patients than any other provider in the UK and Ireland, and while we always aim to give each patient their best possible outcome, perfect results are not guaranteed.

It is important to read all of the information thoroughly so that you are fully aware of the potential outcomes and can make an informed decision about your vision correction procedure.

Optical Express' clinicians are some of the most experienced and are fully qualified to manage the rare complications, allowing patients their best possible outcome. It is impossible to list every complication which could arise from YAG capsulotomy, with the vast majority of patients experiencing no complication at all.

‘Whilst all medical procedures and vision correction options carry a degree of risk, lens replacement surgery is safe with the vast majority of patients achieving an excellent outcome. The most common phrase I hear from patients after surgery is “I wish I had this done sooner”.

- Dr Stephen Hannan, Clinical Services Director at Optical Express

Affecting The Minority Of Patients

- Significant problems as a result of having a YAG laser capsulotomy are rare but as with any laser procedure, there may be some complications, either during the treatment or afterwards.
- If you have another condition such as age-related macular degeneration, diabetes or glaucoma, the quality of your vision may be limited as a YAG laser capsulotomy cannot make your vision better than it was straight after your initial lens surgery.
- There can be indentations on the lens. Usually this is very mild, and referred to as ‘pitting’. If the pitting was noticeable, and located near the centre of the lens, it could affect your vision.
- Floaters are common following a YAG laser capsulotomy. Usually they disappear after a few days, but sometimes some of the floaters may stay for longer.
- A YAG laser capsulotomy can, in some people cause swelling in the central part of the retina (the macula). The swelling is called cystoid macular oedema, CMO or CME. This can affect the improvement in vision achieved by the treatment, though in most cases it is a temporary condition that is treated with eye drops or tablets (or both). In rare cases this condition can come back and affect your vision in the long term. If this is the case, you may need more tests and treatment. This may involve an additional cost.
- There is a slightly increased chance of developing a retinal detachment following this treatment. However, the risk for most people is still very low, and this is generally not considered a reason not to go ahead with the treatment.
- With some implant designs, there is a small risk that a YAG laser capsulotomy may allow the implant to move out of position, which would affect your vision. However, with the more commonly used implant styles this is extremely rare.
- You may still depend on glasses or contact lenses for near vision and reading in conditions such as dim lighting, to see very small print or for close-up work for long periods of time. Night-vision disturbance such as glare and ‘halos’, double vision or seeing ‘ghosts’ around things are common immediately after a YAG laser capsulotomy.
- In most cases these symptoms gradually disappear over a period of weeks or months following the treatment. In rare cases, night-vision problems may last for longer periods or could be permanent. The risk of night-vision disturbance is higher in patients who had a high prescription before their treatment.



“

Had YAG laser treatment. I have to say what a beautiful place to go to, more like a five star hotel than a surgery! Service fantastic, optometrist Claire was so nice and professional, instant results with crystal clear vision immediately, so incredibly happy with the whole experience. Can't thank you enough.

“

Great treatment, excellent staff at every level, and now I have 20-20 vision, I am so thrilled. I had lens replacement and then YAG laser surgery to remove a bit of membrane residue.

“

Five minutes with the surgeon and four of those minutes were explaining the treatment to me and in less than one minute with the laser, my sight was completely restored. The procedure done by my surgeon at Optical Express in Harley Street changed my life for the better.



Every week at **OpticalExpress** we perform more vision correction surgery procedures than all other UK & Ireland providers.

Preparing For Your Procedure Day

Informed Consent Document

This brochure is your informed consent document. You must read this informed consent document in full prior to your day of surgery. Do not sign the document as this must be completed with your clinician.

Payment

You must ensure that you have paid for your surgery in full or processed a valid finance agreement before the date of surgery. We will be unable to treat you if there is an outstanding balance.

Contact Lens Wearers

Your optometrist will have advised you not to wear your contact lenses on the day of your procedure. It is important that you have followed their instructions.

Prescribed Eye Drops

If you were prescribed eye drops, gels or ointments by your optometrist or surgeon at a previous appointment please make sure that you follow their instructions.

General

- Please allow yourself enough travel time to arrive at the clinic on time.
- You can expect to be with us for about 1 hour.
- You will be unable to drive after your eye surgery and should make alternative travel arrangements. We would advise that you bring a friend or family member with you.
- You should continue to take any medication unrelated to your corrective eye surgery as normal. Please feel free to contact the surgery support team should you have any questions regarding your medication.

General health

We would ask you to contact the surgery support team if you experience any of the following:

- Cold or flu symptoms.
- Cold sores.
- Eye infection (e.g. conjunctivitis).
- A change in medication or overall general health since your last consultation.
- You have come into contact with anyone with MRSA or COVID-19 since your last consultation.

Surgery Support Team: 0800 783 5555

The Day Of Your Procedure

Pre-Treatment

- On the day of your procedure, you will meet with experienced clinical team member who will play an information video for you and who will answer any questions you may have, insert any eye drops and undertake some clinical tests ahead of your YAG capsulotomy procedure to include a vision test and a measurement of the pressure within your eyes. You will then meet your treating clinician where you can ask any further questions, they will explain the procedure once again and you will be asked to sign the consent form.

Decision On Candidacy

- The surgery may be cancelled or postponed at short notice or on the day of procedure due to unforeseen circumstances. Your treating clinician may decide not to proceed if they become aware of any contraindication to the procedure. These short notice decisions, while inconvenient and perhaps stressful, are made to reduce unnecessary risk and are made with your best clinical interests in mind.

The Treatment Procedure

- Your treating clinician will use a YAG laser to create an opening in the centre of the cloudy capsule. The opening allows clear passage of light rays and eliminates the cloudiness that was interfering with your vision. The actual procedure takes less than five minutes, and the results are almost immediate. However, your vision will probably be a little blurry from the drops and the dilation, so someone will need to drive you home. You are recommended to attend a follow-up appointment with your optometrist in 4 weeks time.

Post-Treatment

- After the procedure you will return to the post-treatment area where you can rest.
- We would advise you to wear non-prescription sunglasses following your procedure as much as possible whilst outdoors for at least the first 24 hours as you may experience glare during recovery from the procedure.



What To Expect After Your YAG Capsulotomy Procedure

The First 24 Hours

- Your eye may water, feel gritty or irritated.
- Your vision, while typically improved, may still be a bit blurry.
- You may be light sensitive and may see glare, halos, shadows or ghosting around lights at night.
- You may experience floaters.
- These symptoms are all completely normal and will gradually improve.
- By the next day, your eyes should feel more comfortable and your vision should be clearer.
- Alternative forms of eye drops may be prescribed by your clinician as applicable to your clinical care.

Post-Operative Patient Medications

The use of these drops should commence 4 hours after you leave the clinic.

Please wash your hands prior to putting in drops and do not touch the tip of the bottle or the inside of the bottle lid against your finger or eye.

The easiest way to put in drops is to pull down the lower lid with a clean finger, and put the drops into the space between the lid and the eyeball. This will avoid pressure on the upper eyelid.

Anti-Inflammatory Eye Drops

FML eye drops

- 4x per day for 1 week then stop.
- Start using these drops on the same day as treatment. These drops will help reduce inflammation. Please note that these drops are milky white in appearance, and must be shaken well before each use.
- Your clinician may elect to prescribe a different form of eye drop to you in your particular case.



Putting In Eye Drops

1. Start by tilting your head backward while sitting, standing, or lying down. With your index finger placed on the soft spot just below the lower lid, gently pull down to form a pocket.
2. Look up. Squeeze one drop into the pocket in your lower lid. Don't blink, wipe your eye, or touch the tip of the bottle on your eye or face.
3. Close your eye. Keep closed for 20 seconds without blinking.
4. Wait around 5 minutes before applying the next eye drop.

After 24 Hours

Your eyes should feel relatively comfortable and vision should be improving.

Post Treatment Advice

- Vision, redness and any discomfort should be improving gradually.
- If your vision becomes significantly more blurred, you begin to experience increased pain, redness or notice an opaque discharge from the eye or have any questions you wish to ask one of our experienced clinical team;
 - Between the hours of 9am-5pm, please call **0800 023 2020** (UK) or **1800 818 543** (ROI).
 - Outside normal opening hours, please call **0870 850 8291** (UK) or **1800 818 693** (ROI).
- You may note that colours appear slightly different (brighter, more bold) than you remembered before your procedure. This is perfectly normal.
- It is normal to experience some redness in the white part of your eye. This is harmless and will not interfere with vision. This should gradually disappear within 2 – 3 weeks.
- Normal activities can be resumed gradually after the first 2 weeks, providing there are no complications.
- To reduce the risk of complications, please keep your hands clean and use the medications as prescribed by your clinician.
- There are no restrictions on air travel, however we do recommend no long haul flights before you attend your 1 week post operative appointment.
- Most patients can return to normal activities, such as work or non invasive hobbies that same day.



Optical Express Gives Back

At Optical Express, care is at the heart of everything we do – we care for our patients, our colleagues, our communities and our environment. We have fostered a generous culture as we aim to become the world’s most socially and environmentally conscious eye care provider.

Over the last 35 years the Mouldsdale Foundation and companies owned and controlled by founder David Mouldsdale, including Optical Express have supported hundreds of humanitarian and philanthropic projects, donating over £34 million to worthwhile causes in the UK and internationally.

We have supported hundreds of charitable organisations, both at home and abroad and we are committed to improving the lives of others by dedicating time, capital and services to those most in need. This extends to youth and sporting groups, third sector organisations, fundraising support for research, cancer charities, support for environmental causes, children’s charities, Malawi schools, Rwanda, Cameroon & Syria eye camps and more.

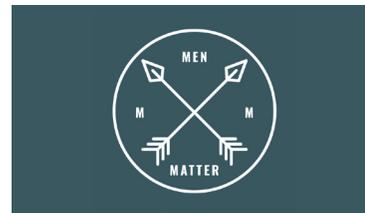
With locations throughout the UK, Ireland and across Europe, plus support offices, our colleagues are passionate about caring for the communities we serve. We have fostered a culture of care and we encourage every member of staff to contribute in some form, whether that be by suggesting ideas for new charities to support, taking part in charitable events, or making contributions no matter how small. Giving back isn’t just what we do, it’s who we are.



Scan the QR code to find out more about our charitable endeavours.



Optical Express have given away over £3 million of laser eye surgery to NHS and emergency service workers through their ‘Thanks a Million’ campaign. In 2025 we have committed a further £1 million to thank these hard workers for the wonderful work that they do.



In 2024 we were the largest supporter of the Men Matter Scotland charity ball. Men Matter Scotland exist to support all men’s mental health and improve men’s quality of life. We have committed to supporting Men Matter Scotland again in 2025.



One in four children and young people are living in poverty in Scotland. The funds raised by the STV Children’s Appeal are crucial to help those who need it most. Optical Express have supported the STV Appeal since it was launched in 2011.



Race Against Dementia is a global charity, founded by Sir Jackie Stewart OBE, to fund pioneering research into the prevention and cure of dementia. Optical Express have been a large supporter since 2019.



Optical Express have supported the Beatson Cancer Charity by participating in their annual ‘Off the Beatson Track’ walk in 2022 and 2023, as well as through the purchase of a table and auction items at their annual Burns Supper. Funds went towards their vital work on patient wellbeing, clinical research and education as well as provision of care and support.



Since 2007 more than 1 million people have received the gift of sight with spectacles donated by Optical Express. The charity helps the most at risk communities within Burundi, Uganda, Sudan, Zambia and Malawi. We continue to work with this charity to supply glasses to those in need.

Terms And Conditions

This is a legal document. You must sign it to demonstrate that you agree to adhere to these terms and conditions before we can accept you for treatment. For your own benefit and protection you should read this document carefully before signing it. It sets out the relationship between you, us and your surgeon.

1. Your payment and the end of care

- a. The amount you pay for your treatment includes the cost of:
 - your pre-treatment consultation;
 - your pre-treatment clinician discussion;
 - any eye drops and medications prescribed by an Optical Express clinician, for one month after your YAG capsulotomy procedure.
 - Aftercare consultation, delivered either in person or via telemedicine, as recommended by your optometrist during the first month after your YAG capsulotomy procedure. You are responsible for scheduling these appointments.
- b. 1 month following your YAG treatment, you are responsible for the cost of any further appointments, medications or additional treatments.
- c. If, after your treatment, an Optical Express optometrist or surgeon recommends a further YAG treatment during the first month after treatment, we will provide this free of charge. We will carry out that YAG treatment using the same level of technology as your initial treatment. Your aftercare programme will end, and you will be discharged from our care, when your optometrist or surgeon (or both) considers it appropriate.
- d. When you are discharged from our care we will send a letter to you or your GP to confirm your current eye health and well-being.
- e. After you are discharged from our care, we recommend that you arrange yearly eye examinations. Unless we tell you otherwise, you are responsible for arranging these examinations.

2. Your payment and the end of care

- a. If your clinician recommends a different type of treatment to the treatment you have been scheduled for (for example laser eye surgery or lens surgery) and the different type of treatment is carried out, there may be an additional cost for this.
- b. You can choose whether to go ahead with the different type of treatment after giving informed consent and paying any additional cost or receive a refund of the amount you have paid.

3. Exclusions

- The cost of your treatment does not include, and we are not responsible for providing or for meeting costs, charges, compensation or expenses relating to the following:
- Glasses or contact lenses which you may need after your treatment if your vision is not fully corrected as a result of your initial treatment.
 - Glasses or contact lenses which you may need after your treatment as a result of a different problem with your vision which is not related to your initial treatment.
 - Glasses or contact lenses if you have or develop presbyopia (an age-related eye condition that reduces people's ability to see to do near-vision tasks).
 - Unless we tell you otherwise in these terms and conditions, additional treatment following your initial treatment, or treatment not included in your initial treatment, or cosmetic or therapeutic treatments, such as eyelid surgery or procedures to treat dry eye.
 - A laser eye surgery procedure.
 - An IOL procedure.
 - A further YAG capsulotomy procedure more than 1 month after your primary YAG capsulotomy procedure.
 - A corneal cross-linking procedure.
 - Consultations with or treatment carried out by anyone other than at Optical Express.
 - Postponement of your treatment or aftercare due to equipment failure, or your optometrist or surgeon being ill or unavailable. If this happens, we may rearrange your treatment or aftercare at another Optical Express clinic or with another Optical Express clinician (or both).
 - Emergency treatment appointments, as recommended by your optometrist or surgeon. We may decide that any emergency treatment and associated aftercare can be provided at another Optical Express clinic or with another Optical Express clinician or by a company or surgeon not connected to Optical Express, if this is in your best interests.

- If the clinician decides not to go ahead with your treatment because they believe it would not be in your best interests to have the treatment you have been scheduled for or they feel that a different treatment may be more suitable for you. If this applies, they may recommend that you take more time to consider your options.
- You are ill, have a heavy cold, an infection or active cold sores (or similar) on the day of treatment. It would be unwise to go ahead with your treatment and we may need to rearrange it.
- Your travel or other extra expenses or loss of income arising from, for example, you taking time off work because your eyes take longer than expected to heal, there is a complication relating to your treatment or to allow you to receive treatment or aftercare.
- Medications prescribed more than 1 month after your YAG procedure.
- Aftercare consultations when more than 1 month has elapsed since your YAG capsulotomy procedure.
- Any other medical appliance, such as, punctal plugs, LipiFlow Meibomian Gland Disease (MGD) treatment, heat masks, lid wipes or Omega 3 supplements.

4. General notes

- a. We may not be able to offer you a consultation or treatment with a member of the same sex. If you are concerned, please ask your clinic manager for a chaperone, who will stay with you during your consultation or treatment.
- b. If you would like to discuss anything relating to your consultation or treatment in confidence, please speak to your clinic manager.
- c. We may change our prices from time to time. We will honour the charge for your treatment that we give you at your pre-treatment consultation (if it is lower than our current prices at the time of your treatment), but only if you book your treatment within 14 days of the pre-treatment consultation. If we reduce our prices for your treatment following your pre-treatment consultation, we will charge you the lower price that applies at the time of your treatment.
- d. If we reduce the price of your treatment after the date of your treatment, we will not issue a refund.

5. Complaint procedure

- a. If you have a complaint about any part of our service, please tell your clinic manager.
- b. Wherever possible, the clinic manager will deal with your complaint as quickly and efficiently as possible. If your complaint does not fall within the clinic manager's area of responsibility, they will pass your complaint to the appropriate department, who will investigate and respond to you.
- c. If you are unhappy with your clinic manager's response to your complaint, or you do not feel comfortable raising your complaint with your clinic manager, you can ask our Clinical Services department to look into the matter. To do this, send your complaint to clinicalservices@opticalexpress.com or Clinical Services, Optical Express, 200 St Vincent Street, Glasgow G2 5SG. Clinical Services will aim to provide you with a response within 20 working days.

Consent Form

Internal Use Only: PX CID..... PX DOB.....

It is important that you have read and understood the information in this consent brochure in relation to your YAG capsulotomy surgery.

If you have any questions please speak to your treating clinician before your surgery.

Before surgery this page will be detached from the consent brochure and retained in your medical records.

Please write your initials in the boxes as confirmation that you agree to and understand the information in this consent brochure.

What Is YAG Capsulotomy? (page 7).	<input type="text"/>	Initial
Potential Risks (page 8).	<input type="text"/>	
Preparing For Your Procedure Day (page 10).	<input type="text"/>	
The Day Of Your Procedure (page 11).	<input type="text"/>	
What To Expect After Your YAG Capsulotomy Procedure (page 12 - 13).	<input type="text"/>	
I Have Read, Understood And Agree With The Terms & Conditions (page 15 - 16).	<input type="text"/>	
The treating clinician will decide whether you are suitable for treatment after carrying out a careful examination, discussing the treatment with you and considering your optometrist's opinion. The treating clinician's decision will be based on your individual needs.	<input type="text"/>	
The treating clinician may elect to postpone your procedure to a future day should they believe that additional diagnostic tests or additional medical specialist support or information is required to allow delivery of your treatment.	<input type="text"/>	

Informed Consent Declaration

I, the clinician, have discussed the intended procedure with the patient and have provided the patient with this informed consent brochure. I am content that the patient understands it and the risks and benefits of, and alternatives to, the treatment. The patient has told me that I have answered all their questions to their satisfaction. The patient has also told me they are willing to accept the risks associated with the intended treatment, and voluntarily agrees to have YAG capsulotomy surgery.

Optometrist Name:..... **Optometrist Signature:**..... **Date:**.....

Patient Name:..... **Patient Signature:**..... **Date:**.....

Patient Declaration

I have taken part in a discussion on the potential risks, benefits and alternatives to YAG capsulotomy surgery.

I received my YAG capsulotomy surgery informed consent brochure which includes the terms and conditions more than 24 hours before my surgery.

I understand that the decision whether to go ahead with YAG capsulotomy is mine alone, and should be based on the information I have received in this document and during my pre-treatment consultation(s).

I confirm that all my questions have been answered, and I am satisfied with the answers. I understand that YAG capsulotomy surgery is an elective procedure (which means that I can choose whether or not to have this procedure). I understand that there are other ways to correct vision, some which involve surgery and some which do not, but I also understand that there are currently no other effective ways to correct or restore lost vision. The risks and benefits in addition to the range of outcomes associated with treatment have been thoroughly explained to me. I understand there are no guarantees as to my outcome.

Having carefully reflected I give my consent to go ahead with procedure.

Patient Name:.....

Patient Signature:

Date:.....

Clinician Declaration

I have discussed the intended procedure with the patient. I am satisfied that the patient has read this informed consent brochure, and understands it and the potential risks and benefits of the treatment. The patient has told me that I have answered all their questions to their satisfaction. The patient has also told me they are willing to accept the risks associated with the intended treatment, and voluntarily agrees to have YAG capsulotomy procedure. I agree to accept this patient on the above terms and provide treatment as set out in this document.

Clinician Name:.....

Clinician Signature:.....

Date:.....

Notes



99%
of patients
would recommend
Optical Express.*

*In a survey of 320,659 Optical Express patients, 99% told us they would recommend us to their family and friends.

Contact Telephone Numbers - Out of Hours Emergencies

For enquiries such as changing or arranging appointments or general non emergency, questions not already covered in this information sheet please contact your local clinic or our customer advice lines:

- UK and Northern Ireland
- Republic of Ireland

0800 023 20 20
1800 818 543

Contact Telephone Numbers - Out of Hours Emergencies

These emergency numbers are only operational outside of normal opening hours. Please DO NOT call these numbers out of hours if your enquiry is not a clinical emergency. During normal opening hours, all general enquiries or clinical emergencies must be directed to your local clinic or the below customer advice lines.

- UK and Northern Ireland
- Republic of Ireland

0870 850 8291
1800 818 693

OpticalExpress

If you want to join the conversation about all things eyes, come and make friends with us on our social media channels.



@opticalexpress



@opticalexpressuk



@OpticalExpress



Optical Express

Optical Express also offers a full range of glasses, contact lenses, sunglasses and accessories.

OE YAG CONSENT BROCHURE - MAY 2025



Paper from
responsible
sources.

0800 023 2020
opticalexpress.co.uk

YAG CAPSULOTOMY