



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

LASER EYE SURGERY

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.



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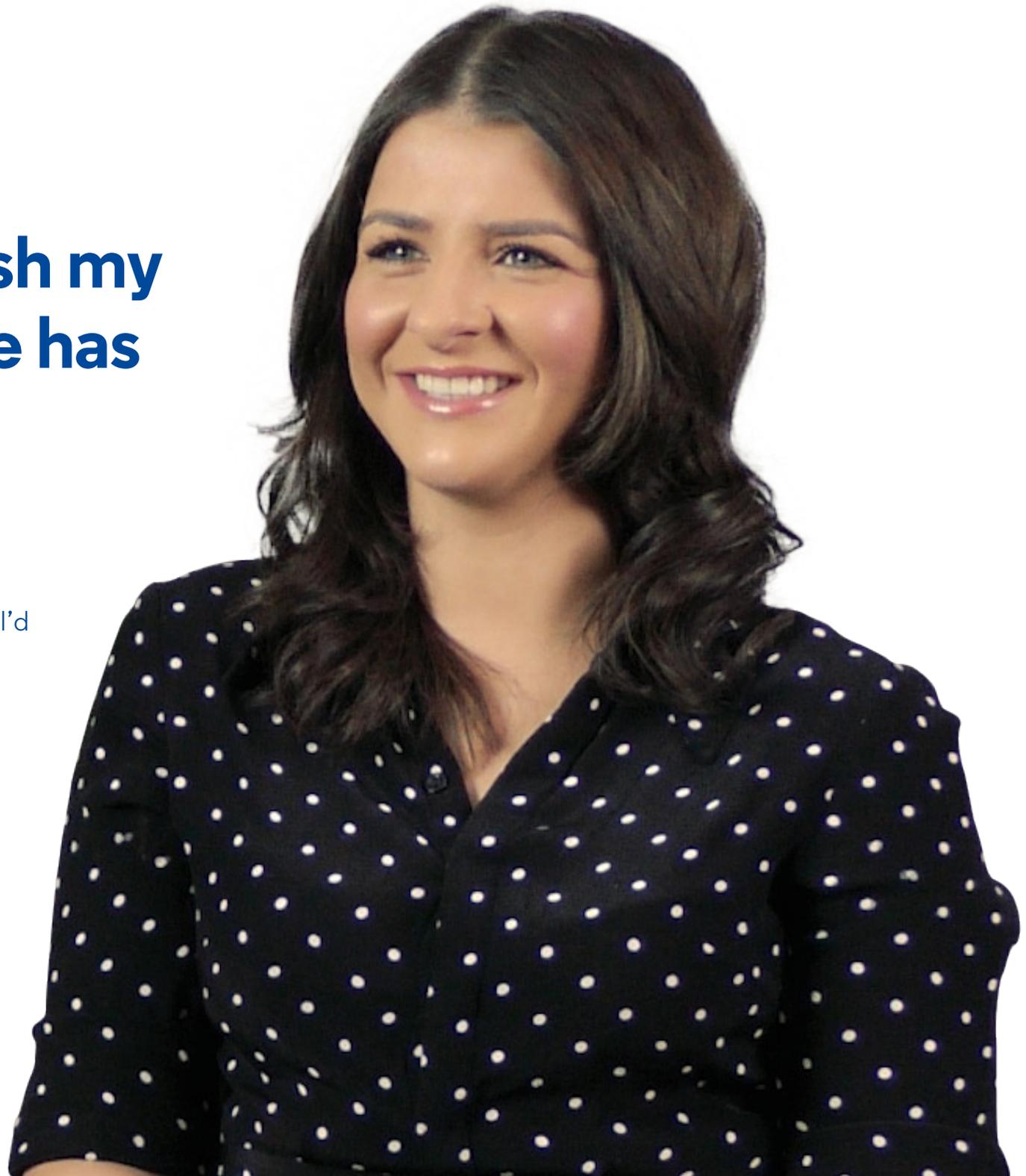
We've only just begun...

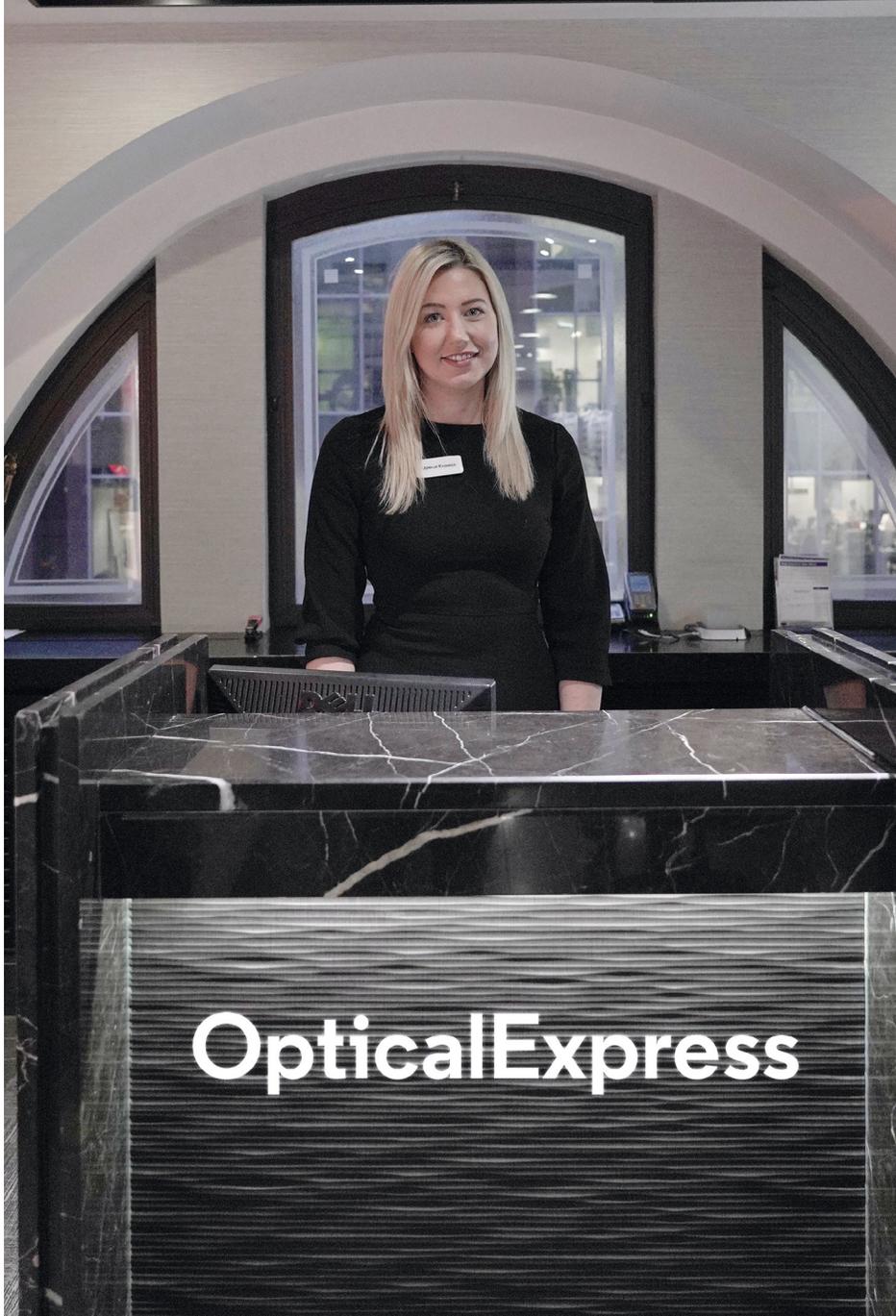
“

From start to finish my whole experience has been amazing.

It's just great to walk around glasses free and be able to see. It's the little things in day to day life that make it so much easier and if you can do it, I'd definitely recommend it to anyone. Absolutely.”

**REBECCA RYAN, ACTOR
LASER EYE SURGERY PATIENT**





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 laser 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.

Congratulations on making the decision to have the procedure that will change your life by giving you freedom from your glasses and contact lenses.

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

We know that deciding to have laser eye surgery is a big step to take. Now that you have started your journey to great vision, 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.*



We receive a huge amount
of positive feedback, but
the most common response
from our patients is
**“I wish I'd done it
sooner.”**

*Correct as of 01.01.2025. For verification visit www.trustpilot.com



About Laser Eye Surgery

What Is Laser Eye Surgery?

No one wants to struggle to see the alarm clock, drive with poor vision, use different glasses for reading and distance or have to take their contact lenses out to go swimming.

Laser eye surgery is a very popular procedure which corrects poor vision. The first laser eye surgery procedure was carried out by Dr Marguerite McDonald in 1988. Dr McDonald has been a member of the Optical Express International Medical Advisory Board (IMAB) since 2006, which comprises of several of the world's leading ophthalmic surgeons and key opinion leaders. Members of our IMAB provide our surgeons, optometrists and clinical support teams with continuous guidance, assessment and education, allowing them to stay at the forefront of corrective eye surgery.

A cool beam advanced laser makes subtle adjustments to the shape of the surface of the eye (the cornea), correcting tiny imperfections to make vision clearer and sharper. It's a comfortable treatment and depending on the level of correction required, takes anything from a matter of seconds to just a few minutes.

The vast majority of our patients are amazed at how quickly they recover and the speed at which they can enjoy a life free from their glasses and contact lenses.

The improvement in vision that patients notice after laser eye surgery is truly remarkable.

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

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.

Laser Eye Surgery Procedures

What Types Of Laser Eye Surgery Are There?

The two best known and most popular types of laser eye surgery are LASIK and LASEK. Both procedures can be enhanced by *Johnson & Johnson* VISION iDesign, a highly advanced innovation which captures up to 1,257 micro readings of your eye prescription.

It allows treatment for each patient to be tailored 25 times more accurately than a standard prescription for glasses and contact lenses, so that we can aim to achieve the best possible results for you.

How Is Laser Eye Surgery Performed?

We use a technologically advanced cool beam laser to subtly reshape the outer window of your eye, known as the cornea, transforming your vision and giving you the joy of clearer and sharper sight.

LASIK

LASIK is the most commonly performed laser eye surgery procedure. It involves the use of two technologically advanced lasers. To ensure you are comfortable throughout the procedure, anaesthetic eye drops are applied to numb the eye. A lid holder is used to correctly position your eyelids and avoid you blinking during the procedure. The first laser creates an ultra-thin flap on the outer layers of the cornea. It's gently lifted by the surgeon to reveal the inner layers of the cornea, and takes a matter of seconds.

The eye prescription is then corrected by the second laser, a process which has been specially developed for this most delicate surgery. It's relatively quick, taking between a number of seconds up to 2 minutes, and the flap is then replaced and acts as a protective layer to allow the eye to heal naturally.

LASIK patients typically experience improved vision the next day, however this can be dependent on a range of factors such as the speed at which you naturally heal.

LASEK

Not everyone is suitable for LASIK. The alternative procedure is known as LASEK (referred by some clinicians as PRK). Unlike LASIK, no flap is created on the outer layers of the eye (cornea), instead, the surface layer of the cornea is loosened. A cool beam laser reshapes the surface, correcting your eye prescription and improving vision.

LASEK's initial recovery period can take three to four days longer than LASIK.

Laser eye surgery helps transform the vision of millions of people every year.

Excellent clinical and patient reported outcomes are achieved by and received from the vast majority of LASIK and LASEK patients when assessed one month after surgery.

The procedure which is right for you will be determined during your optometrist and surgeon led consultations with the final decision always resting with your surgeon in conjunction with you, the patient.



“ Patients often ask what happens if they blink or move their eye? ”

During laser eye surgery a lid holder called a speculum prevents you from blinking. Further, the laser tracks your eye movement at a rate of response far greater than that at which you can move your eye. ”

Dr Jan Venter

Ophthalmologist & IMAB Member



Over 50 million people across the globe have had laser eye surgery.*

Ethanol

During a PRK or LASEK procedure, a diluted ethanol solution is used to loosen the outer layer of the cornea, known as the epithelium. This allows the surgeon to gently remove or move aside the epithelium to access the underlying corneal tissue for laser treatment. The use of ethanol is a standard and controlled part of the procedure, designed to ensure precision and minimise trauma to the eye. Mild discomfort or delayed healing of the epithelium may occur as part of the normal recovery process.”

MMC

Mitomycin-C (MMC) is an anti-fibrotic agent that may be applied during LASEK or PRK procedures to reduce the risk of corneal haze, particularly in patients undergoing higher levels of correction or those at greater risk. MMC works by modulating the healing response and limiting excessive scarring, which can otherwise affect visual outcomes. While its use is generally safe and effective, MMC is a chemotherapeutic agent, and its application is carefully controlled to minimise any potential risk to corneal cells. Your surgeon will determine whether MMC is appropriate based on your individual treatment needs.”

* Over 50 million laser eye surgery procedures have been performed worldwide according to Marketscope 2017 Refractive Report

World Leading Technology And Wonderful Outcomes

We're proud of the extremely sophisticated *Johnson & Johnson* VISION and **ZEISS** technology in our clinics, because the better the technology, the better the results are for our patients. Over £500 million has been invested in our clinics and advanced technology so you can be sure that the equipment used during your treatment has been carefully chosen with the aim of achieving the best possible results for you.

We never compromise on your comfort and safety. *Johnson & Johnson* VISION and **ZEISS** are world leaders in optical technology and thanks to our relationship with them, our patients benefit from shorter recovery times and better visual outcomes.

iDesign by *Johnson & Johnson* VISION

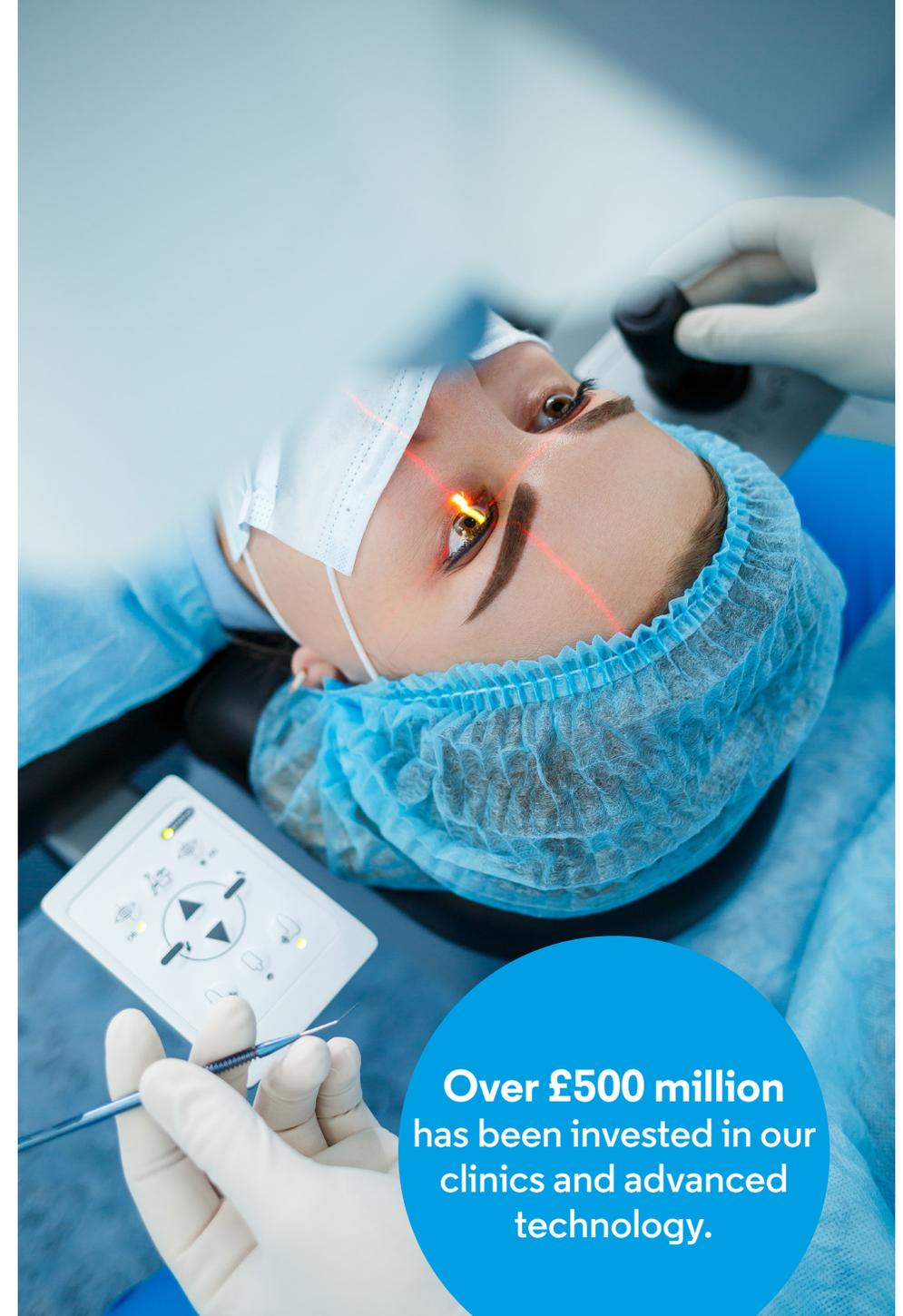
Your eyes are as unique as your fingerprint. Each eye has its own special characteristics, including tiny imperfections. Because of that, the best laser eye surgery results come from personalised treatment using iDesign technology.

This advanced form of laser eye surgery is only available nationwide at Optical Express clinics. It captures up to 1,257 micro readings of your eye's prescription – that's 5 times more than with previous technology, to give a very accurate 3D image of your eye.

iDesign also corrects your prescription up to **25 times more accurately** than spectacles or contact lenses. An iDesign scan measures your prescription in 0.01 dioptre steps while glasses and contact lenses are prescribed in 0.25 dioptre steps.

The information iDesign collects is used to customise your treatment. It's transferred to a computer-guided cool beam laser which smooths out your eyes' imperfections and corrects your eyesight.

Thanks to iDesign our surgeons can now treat more complex and higher prescriptions than ever before.



Over £500 million
has been invested in our
clinics and advanced
technology.

World Leading Technology And Wonderful Outcomes

The following advanced modern day technology is only a sample of the high quality range of equipment we have at Optical Express. All of the technology used by our experienced clinicians ensures they are equipped to provide our patients with their best possible outcome.

Johnson & Johnson VISION



Johnson & Johnson VISION IntraLase iFS 150 Femtosecond Laser

So that we don't have to use manual instruments like other providers, the LASIK procedures at Optical Express are carried out using the IntraLase laser method, which creates a protective flap at the beginning of treatment. This all-laser technique uses the advanced technology of the IntraLase iFS 150 femtosecond laser to offer increased precision, enhanced safety and faster results in all of our clinics.

Johnson & Johnson VISION



Johnson & Johnson VISION iDesign 2.0

This instrument measures the prescription of the eye 25 times more accurately than in a conventional prescription. It provides a wealth of measurements which help achieve better outcomes after surgery. An iDesign capture measures your prescription in 0.01 dioptre steps, while a conventional prescription (used for glasses or contact lenses) measures a prescription in 0.25 dioptre steps.

Johnson & Johnson VISION



Johnson & Johnson VISION VISX Star S4 IR Excimer Laser

The UK's most widely used excimer laser, this technology assists with the iDesign procedure, helping it to be performed quickly and effectively. Its eye-tracking technology improves accuracy, and this revolutionary product means that our surgeons can deliver the widest range of laser vision correction treatments to patients.

OCULUS



Oculus Pentacam HR

This is a device which evaluates the front of the eye, including the cornea and crystalline lens. It assesses the shape and thickness of the cornea, gathering images and providing 3D pictures in less than 20 seconds. It produces precise diagnostics which assists in enabling you to achieve an excellent visual outcome.

Benefits Of Laser Eye Surgery

Nothing quite compares to the freedom you'll enjoy following laser eye surgery. What do you look forward to most? Driving without glasses? Swimming without goggles? Complete freedom from the stress and inconvenience of your glasses and contact lenses? A whole new world is there for you to enjoy after your procedure.

Maintaining good hand hygiene is an important part of everyday eye care, especially when it comes to handling glasses or contact lenses. People who wear glasses for specific tasks, such as reading or computer work, may find themselves frequently touching their face as they put on and take off their glasses. Similarly, contact lens wearers regularly touch their eyes when inserting and removing lenses. It's also worth noting that contact lens wear is associated with a higher risk of serious eye infections compared to laser eye surgery, studies show the risk is about 20 times higher per year with extended wear lenses and about 4 times higher per year with daily wear lenses than with LASIK.¹

77% of patients tell us they touch their face less than they did prior to their procedure.²

Laser eye surgery is one of the safest elective surgery procedures. It's quick too, and within 24 hours the vast majority of people electing for LASIK are generally delighted to find that they're already enjoying the benefits of good vision.

1. Based on incidences of microbial keratitis after LASIK surgery being 1 in 21,679 procedures (J Cataract Refract Surg, 2017 Apr;43(4):473-479. doi: 10.1016/j.jcrs.2017.01.017) versus the risk of a microbial keratitis being 1 in 1,075 each year of wear with extended or overnight wear contact lenses and versus the risk of a microbial keratitis being 1 in 5,263 each year of wear with daily wear soft contact lenses. (Eye (Lond). 2012 Feb; 26(2): 185-193. Stapleton F et al. Eye (2012) 26, 185-193)
2. 1 month, 2023 outcomes, September 2023
3. 2023 Internal One Month Patient Experience Questionnaire Analysis of Patients treated between 1 January 2023 and 26 August 2023



93%

of patients say their quality of life has improved since having eye surgery.³

83%

of patients say they're more confident following laser eye surgery.³

Potential Risks

As with any type of surgery, there is a degree of risk involved with laser eye surgery. 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 outcome 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 laser eye surgery with the vast majority of patients experiencing no complication at all.

“ Whilst all medical procedures and vision correction options carry a degree of risk, laser eye 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

83% of patients feel more confident about themselves following their eye surgery.¹

77% of laser eye surgery patients tell us they touch their face less following their laser eye surgery procedure in comparison to before. Thus reducing the risk of infections.²

1. 2023 Internal One Month Patient Experience Questionnaire Analysis of Patients treated between 1 January 2023 and 26 August 2023. Sample size 12552.
2. 1 month, 2023 outcomes, September 2023



Laser eye surgery is an extremely safe procedure, however like all medical procedures there are potential risks.

There is a small risk of a complication developing during the part of the treatment that involves creating a protective flap from the tissue on the outer surface of your eye. When we are creating the LASIK flap using the state of the art femtosecond laser, gentle suction is needed to stop your eye from moving. It is possible for suction to be lost during this step of the treatment and this carries an incidence of 0.05%.

Possible complications from creating the protective LASIK flap, and the healing process, include flap displacement (where the protective corneal flap has moved and is not in the desired position), corneal wrinkles, corneal abrasion or erosion (scratch), corneal swelling, corneal scarring or irregularities and epithelial ingrowth (which is where surface cells grow underneath the protective flap) – the incidence of these complications is 0.17% or less. Treatment options are available for each of these conditions in the skilled and experienced hands of our clinicians.

Another possible complication is diffuse lamellar keratitis (DLK). DLK is inflammation which can produce corneal haze, scarring, blurred vision or delayed recovery. DLK can generally be managed as part of your routine aftercare, and it very rarely causes long-term problems with vision. The incidence of DLK that may require the intervention and management of your skilled ophthalmic surgeon is 0.1% after LASIK and is less frequent following a LASEK procedure. Additionally, with LASEK, the risk of corneal haze after a LASEK procedure is 0.1%.

Another possible complication is central toxic keratopathy (CTK), which is a more severe form of DLK. CTK is very rare, occurring in less than 0.02% of laser eye surgery cases. It can lead to scarring, long-sightedness, irregularity in the surface of the cornea and, like the other possible complications, can result in a reduction in the quality of your vision.

Dry eye is a condition that some patients may have before their treatment, especially people who wear contact lenses. Dry eye is a common symptom early in the healing process and it is likely that you will experience it certainly in the early stages following laser eye surgery, even if you have not had it before. In the vast majority of cases dry eye reduces with the passing of time, with a small minority experiencing symptoms at 12 months from surgery. Dry eye is less common in younger patients under the age of 40 years, and after LASIK in comparison to LASEK. The number one cause of evaporative dry eye is a condition called meibomian gland dysfunction (MGD). This condition is associated with the eyelids and is not caused by laser eye surgery.

Night vision disturbance such as glare and ‘halos’, double vision or seeing ‘ghosts’ around things can be common immediately after laser eye surgery. Such symptoms

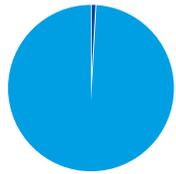


are less likely with the Johnson & Johnson iDesign wavefront guided treatments available today. In the vast majority of cases, these symptoms gradually disappear over a period of weeks or months following the treatment. In rare cases, night vision problems may last for longer periods or could be permanent.

Keratoconus is a condition that can result in a weakening of the inner layers of the cornea, and may need to be corrected with a special contact lens or surgery, including corneal cross-linking or even a corneal transplant. This condition affects approximately 1 in 2,000 people (0.05%) in the general population, regardless of whether or not they have had laser eye surgery. Ectasia is the name given to a very similar condition that sometimes develops after laser eye surgery. The risk of ectasia after laser eye surgery is lower than the risk of keratoconus in the general population. The diagnostic screening tests we carry out during your pre-treatment consultation can identify risk factors for keratoconus or ectasia in many patients.

Natural eye changes, or conditions that are not associated with a laser eye surgery procedure, may develop in the future in the same way they may in patients who do not have life benefiting laser eye surgery. Typically from around 40 years of age, we develop a condition called presbyopia, or dysfunctional lens syndrome, where our ability to focus at close, whilst maintaining best distance vision, reduces. Vision correction for intermediate and near vision tasks is likely to be required after the development of presbyopia, which can be achieved by way of presbyopia correcting lens replacement surgery, or through traditional methods such as spectacles for close vision tasks. Other unrelated eye conditions more common with increasing age in the fifth or sixth decade of our life, or later, include cataract, glaucoma and macular degeneration.

Laser Eye Surgery Is Safer, More Cost Effective And More Environmentally Friendly Than Contact Lens Wear



97%

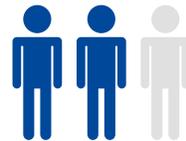
of contact lens wearers are damaging the environment
- Landfill or flushing down toilet/plug hole

(Based on 3,104 patients surveyed)



4.2 million
contact lens wearers in the UK

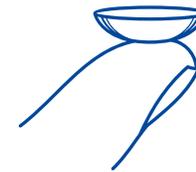
(2016 ABDO statistic)



2 out of every 3

patients feel they are not aware of the environmental impact of using contact lenses

(Optical Express HLQ)



32 billion
contact lenses and their packaging end up in our oceans and landfills every year.

(2016 ABDO statistic)



Laser eye surgery is a more cost effective option when compared with the lifelong spend on glasses and contact lenses

(On average Laser eye surgery is the equivalent of 3 years contact lens wear*)



It takes up to **500 years** for plastic waste to decompose

(WWF - The lifecycle of plastics 2018)



The risk of a sight threatening infection is **4 x greater** with daily wear contact lenses per year of contact lens wear compared with LASIK eye surgery

(Optical Express Peer Review v CL meta-analysis Peer Review)

The risk of a sight threatening infection is **20 x greater** with extended or overnight contact lenses per year of contact lens wear compared with LASIK eye surgery

(Optical Express Peer Review v CL meta-analysis Peer Review)



Over 750 million plastic lenses are being flushed down the drain or end up in landfill every year

(Optical Express HLQ, 2016 ABDO statistic)

*Example chosen for illustration purpose is a -1.00DS myopic prescription

Preparing For Your Clinician Discussion

If you choose to go ahead with laser eye surgery after attending your initial consultation you will have a further consultation with your surgeon before your day of surgery, known as a 'clinician discussion'. For many patients this consultation will be carried out via a face to face video call. During this consultation your surgeon will reconfirm your suitability for the treatment which has been recommended for you. Most commonly and in the absence of exceptional circumstances, this discussion will be with your treating surgeon.

Your clinician will discuss your recommended surgery in more detail and make sure that you are happy with your decision to have laser eye surgery. You and your clinician will discuss the health and wellbeing benefits, potential risks, range of outcomes and alternative vision correction options available to you.

Your clinician will make sure you receive all the information you need to prepare for your surgery and answer any questions you may have.

- Please read this informed consent brochure, which includes your terms and conditions, in full before the date of your clinician discussion. This will help you to better understand your recommended treatment and help you prepare any questions to ask your clinician. Please bring this informed consent brochure with you to your clinician discussion.

The below points only apply to those who require an in-person discussion:

- We may put drops in your eyes that can blur your vision for several hours. We recommend to patients that they do not plan on driving for a few hours after this appointment, and we would advise you to arrange alternative transport to and from the clinic.
- Please make sure that you leave your contact lenses out for the required length of time:
 - soft lenses : 24 hours
 - GP/hard lenses : 28 days
- Ideally please bring a list of any medications that you currently take, including eye drops.
- If you were given a letter at your initial consultation to be completed by your GP, please bring the completed letter with you.

Health Insurance Patients

- Please bring your policy details with you.

Surgery Support Team

T: 0800 783 5555

Should you have any questions or require further information before the date of surgery you can call our surgery support team who will be pleased to help you.



DASI RAJU
CLINICAL DIRECTOR

Preparing For Your Procedure Day

Informed Consent Document

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

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 for a certain amount of time before the date of surgery. It is important that you have followed their instructions. For those that have had a telemedicine clinician discussion please ensure that **soft lenses are removed 24 hours prior to surgery and GP/hard lenses are removed 4 weeks prior to the day of surgery.**

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 Information For The Day Of Your Surgery

- You can expect to be with us for about 90 minutes.
- You will be unable to drive after your laser eye surgery and should make alternative travel arrangements. We would advise that you bring a friend or family member with you.
- Please allow yourself enough travel time to arrive at the clinic on time.
- Do not wear any make-up, nail varnish or acrylic nails and make sure that any old eye make-up has been completely removed. We would advise that you do not wear eye make-up for at least 24 hours before your surgery date.
- Do not wear perfume or aftershave.
- Wear comfortable, loose cotton clothing and avoid sweaters or any materials that are made from loose fibres.
- We would recommend that you eat a light meal up to 2 hours before arriving at the clinic.

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

- 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.
- If you are diabetic, you must bring a letter from your GP to confirm your regular blood sugar level and that it is currently stable.
- Your first post-operative appointment is the day after your surgery. It is important for you to attend this appointment to make sure your eyes are healing correctly.
- You will be unable to drive to your next day follow up appointment.
- If you are travelling a long distance, you may wish to plan an overnight stay in local accommodation.

The Day Of Your Procedure

Pre-Treatment

- On the day of your procedure, you will meet with your ophthalmic surgeon who will undertake a further review of your case notes and answer any additional questions you may have.
- It is not uncommon for your surgeon to request some repeat tests to confirm your suitability and treatment recommendation. In the vast majority of cases, the recommendations are identical to those made by the optometrist at your primary consultation.

Surgeon Decision On Candidacy

- Your surgery may be cancelled or postponed at short notice or on the day of surgery due to unforeseen circumstances. Your surgeon may decide not to proceed if he/she becomes aware of any contraindication to surgery. 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.

Proceeding With Treatment

- You will be taken into the laser suite where a nurse or healthcare assistant will explain the procedure to you and instil anaesthetic drops to numb your eyes to ensure you are comfortable.
- One of our experienced healthcare team will review your post-operative care plan and eye drops. Please ensure that you have the appropriate information and that all of your questions have been answered.

The Treatment Procedure

- You will be taken into the treatment room, where you will rest comfortably on a surgical bed.
- The surgeon will place an eyelid holder over the eye which is to be treated to prevent blinking. The sensation to blink is eliminated by the use of anaesthetic drops. The fellow eye is covered.

LASIK - The first step is to create the LASIK flap. A ring is placed on the eye that helps keep the eye in position using gentle pressure. You will be placed under the intralase laser and as the pressure is gradually increased, your vision will appear grey or black for around 12 seconds. Your vision will then return. The surgeon has now created the corneal flap using the femtosecond laser. You will now be moved under the excimer

laser. A red flashing target light will be visible. The flap is lifted and the eye tracking system is then activated, allowing the laser to follow even the slightest eye movement during the laser treatment. Your surgeon will talk you through the whole procedure. Once the laser pulses are completed, which takes a number of seconds, the corneal flap is replaced back into the natural position.

LASEK – Most commonly an alcohol solution is used to remove the surface cells of the cornea, called the epithelium. The eye tracking system is then activated, allowing the laser to follow even the slightest eye movement during the laser treatment. Your surgeon will talk you through the whole procedure. Once the laser pulses are completed, a bandage contact lens is then placed in the eye to provide comfort during healing of the protective layer.

- Once the first eye is completed, the same procedure is performed on the second eye if applicable. Treatment for both eyes typically takes about 15 minutes to complete, with the excimer laser being applied to each eye for a number of seconds.

Post-Treatment

- After your treatment is completed, you will be taken into the rest area where you can relax with your eyes closed. As the anaesthetic wears off you will feel uncomfortable and have a foreign body sensation in your eyes. Your eyes may be light sensitive and watery. Your vision will be blurry or hazy, like looking through a 'cloud or mist'. All of these symptoms are normal.
- Patients may feel a considerable, but typically manageable level of discomfort which will subside through the course of the first few days after surgery. Each patient has a different threshold for discomfort and pain so no patient's experience is exactly the same.
- If you have had LASIK the surgeon will commonly check your eyes at the microscope to ensure that the flap is in place prior to you leaving the clinic.
- Once discharged, it is strongly recommended that you go directly home to sleep for a few hours. Patients are instructed to wear their eye shields while sleeping.

What To Expect After Your LASIK Procedure

The First 24 Hours:

- Once the anaesthetic wears off, your eyes may water, feel gritty or irritated.
- Your vision during the first day, while improved, is likely to be a bit blurry.
- You may be light sensitive and may see glare and halos around lights at night.
- You may see red patches on the white part of your eye.
- These symptoms are all completely normal and will gradually improve.
- By the next day, your eye's comfort and vision is likely to have improved.
- Alternative forms of eye drops may be prescribed by your surgeon as applicable to your clinical care.
- Do not use tap water near your eyes.

Post-Operative Patient Medications - LASIK:

- Please wash and dry your hands thoroughly prior to putting in your drops. Use a clean towel that is not used by anyone else.
- Do not touch the tip of the bottle or the inside of the bottle lid.
- It doesn't matter which drops you put in first. The lubricating drops do not need to be put in at the same time as the other drops. The second drop should be put into the eye at least five minutes after the first.
- 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.

Medication Name, Purpose And Notes, Usage:

Antibiotic Drops

Oftaquix or Exocin eye drops
(you will be given one or the other, but not both)

- 1 drop 4 times per day for 7 days.
- These antibiotic drops should be kept in a cool dry place.
- They will help prevent infection.
- Start using them on the same day as treatment.



Lubricating Eye Drops

AEON Protect eye drops

- 1 drop 4 times per day for the first month and then as needed for dry eye symptoms thereafter.
- In the early stages post-surgery your eyes can be dry, particularly towards the end of the day.
- You should continue to take these drops for a month or so after treatment or whenever your eyes feel dry or blurred.



Anti-inflammatory Eye Drops

Pred Forte eye drops

- 1 drop 4 times per day for 1 week.
- Like the antibiotic drops, 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.



Pain Relief

Paracetamol, Ibuprofen or Co-codamol

- Follow packet instructions to reduce mild to moderate discomfort.
- This medication is not supplied by Optical Express but can be taken if you feel they are necessary.



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.



24 Hours After LASIK

Typically between 80–90% of the healing after your procedure takes place within the first day. The remaining visual recovery takes several days or sometimes weeks depending on your prescription. Your eyes should feel relatively comfortable and vision should be improving. You may shower, but avoid getting water or soap into your eyes for one week after treatment.

LASIK Post-Treatment Advice

- 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).
- The following signs and symptoms are a normal part of the healing process and typically resolve over a period of weeks following treatment:
 - It is not unusual for the eyes to recover at different rates, particularly during the first week or two. The vision and/or comfort in one eye may be different to the other.
 - Eyes may feel gritty or dry. Lubricating drops can be used as needed. The drops will not only provide comfort but will promote healing. Dryness can cause your vision to fluctuate.
 - Red patches on the white of the eye may appear following surgery. These are harmless and do not cause discomfort or interfere with vision.
 - Night vision symptoms such as glare, halos or starbursts around lights may appear in the early post operative phase.
- Occasionally a bandage contact lens may be inserted immediately following your procedure. In the rare occasion that this lens falls out, do not attempt to reinsert it yourself. The contact lens is inserted for comfort only, so while you may experience discomfort if the lens falls out, your eye is not at increased risk of infection. If you have discomfort, make an appointment to see one of our optometrists as soon as possible for the lenses to be replaced. Otherwise, you may wait until your next scheduled aftercare appointment.
- To reduce the risk of infection, wash and dry your hands prior to using eye drops.
- Wear your eye shields/goggles when going to bed for the first week. These will help protect your eyes from knocks and rubs during the night.
- You may shower and wash your hair from the first post-operative day. Avoid getting water or soap directly in your eyes.
- Avoid wearing eye make-up for 1 week.
- Avoid vigorous exercise for 1 week, swimming for 2 weeks, and contact sports for 4 weeks or until advised by your surgeon or optometrist.
- Avoid dusty or dirty environments for the first week.
- Your vision is likely to get progressively better over the next few weeks to months. If you are over the age of 40, you may need near vision glasses for reading and near work. Your optometrist will advise you further.
- Your surgeon or optometrist will advise you when you have reached the standard of vision for driving. We recommend that you do not drive for the first 24-48 hours.
- Should you require an enhancement procedure to refine your outcome, this is typically scheduled between 3 and 9 months after the primary procedure. The final decision to proceed with this lies with the treating surgeon.

Aftercare Appointments Following LASIK

Your aftercare is as important as your surgery, so please ensure you complete your recommended appointments. These are typically scheduled as follows:



After discharge, biennial eye examinations are recommended. Alternatively, patients who have undergone laser eye surgery may also attend a refractive surgery follow-up appointment which involves more in-depth diagnostic tests than a standard eye examination.

What To Expect After Your LASEK Procedure

The First 4 Days

Once the anaesthetic wears off, you will feel some discomfort, pain, watering, light sensitivity or a feeling that something is in your eyes. These symptoms may vary from mild to intense and are typically most noticeable in the first 3-4 days after treatment. It is not unusual to have swollen, puffy eyelids as well. Your vision may also fluctuate. These symptoms are a normal and expected part of the LASEK healing process.

Discomfort can be managed with painkillers. We would also encourage you to rest and ensure you don't rub your eyes. Remember to continue to use eye drops as prescribed. Some patients find a cool compress placed over the eyebrow area will reduce the discomfort in the early stages.

A bandage contact lens may be inserted immediately following your procedure. The bandage contact lens will be removed typically on day 4. In the rare occasion that this lens falls out, do not attempt to reinsert it yourself. The contact lens is inserted for comfort only, so while you may experience discomfort if the lens falls out, your eye is not at increased risk of infection. If you have discomfort, make an appointment to see one of our optometrists as soon as possible for the lens to be replaced. Otherwise, you may wait until your next scheduled aftercare appointment. Do not use tap water near your eyes.

Alternative forms of eye drop/s may be prescribed by your surgeon as applicable to your clinical care.

Post-Operative Patient Medications - LASEK

- Please wash and dry your hands thoroughly prior to administering your drops. Use a clean towel that is not used by anyone else.
- Do not touch the tip of the bottle or the inside of the bottle lid.
- It doesn't matter which drops you put in first. The lubricating drops do not need to be put in at the same time as the other drops. The second drop should be put into the eye at least five minutes after the first.
- 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.

Medication Name, Purpose And Notes, Usage:

Antibiotic Drops

Oftaquix or Exocin eye drops (you will be given one or the other, but not both)

- 1 drop 4 times per day for 7 days.
- These antibiotic drops should be kept in a cool dry place.
- They will help prevent infection.
- Start using them on the same day as treatment.



Anti-Inflammatory Eye Drops

FML eye drops

- Week 1 - 1 drop 4 times per day for 1 week
- Week 2 - 1 drop 3 times per day for 1 week
- Week 3 - 1 drop 2 times per day for 1 week
- Week 4 - 1 drop once per day for 1 week
- 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.



Lubricating Eye Drops

AEON Protect eye drops

- 1 drop 4 times per day for 1 month and then as needed for dry eye symptoms thereafter.
- In the early stages post-surgery your eyes can be dry, particularly towards the end of the day.
- You should continue to take these drops for a month or so after treatment or whenever your eyes feel dry or blurred.



Pain Relief

Paracetamol, Ibuprofen or Co-codamol

- Follow packet instructions to reduce mild to moderate discomfort.
- This medication is not supplied by Optical Express but can be taken if you feel they are necessary.



Tetracaine/Voltarol Eye Drops

- To be used sparingly over the first few days for pain (no more than 1 drop every 2 hours).
- To reduce post-op discomfort. Use only if needed for pain not relieved by other eye drops and medication.
- Keep these drops refrigerated.



After The Bandage Contact Lens Is Removed (Typically Day 4)

Your eyes should feel relatively comfortable after about the third day. The bandage lens is typically removed at day 4, but this may vary depending on your individual healing. Once the lens is removed and the surface cells have healed, the process of visual recovery begins. This process is slower than LASIK and patients can take up to 3 months to fully recover, however most patients are quite functional by day 4, and can return to most of their normal activities.

LASEK Post-Treatment Advice

- 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).
- The following signs and symptoms are a normal part of the healing process and typically resolve over a period of weeks following treatment:
 - One eye may see or feel differently than the other. It is not unusual for the eyes to recover at different rates, particularly during the first week or two.
 - Eyes may feel gritty or dry. Lubricating drops can be used as needed. The drops will not only provide comfort but will promote healing. Dryness can cause your vision to fluctuate.
 - Night vision symptoms such as glare, halos or starbursts around lights may appear in the early post operative phase.
- To reduce the risk of infection, wash and dry your hands prior to using eye drops.
- Wear your eye shields/goggles when going to bed for the first week. These will help protect your eyes from knocks and rubs during the night.
- You may shower and wash your hair from the first post operative day. Avoid getting water or soap directly in your eyes.
- Avoid wearing eye make-up for 1 week.
- Avoid vigorous exercise for 1 week, swimming for 2 weeks, and contact sports for 4 weeks or until advised by your surgeon or optometrist.
- Avoid dusty or dirty environments for the first week.
- Your vision is likely to get progressively better over the next few weeks to months. If you are over the age of 40, you may need near vision glasses for reading and near work. Your optometrist will advise you further.
- Your surgeon or optometrist will advise you when you have reached the standard of vision for driving. We recommend that, following LASEK, you do not drive until the bandage contact lenses have been removed.
- Should you require an enhancement procedure to refine your outcome, this is typically scheduled between 3 and 9 months after the primary procedure. The final decision to proceed with this lies with the treating surgeon.

Aftercare Appointments Following LASEK

Your aftercare is as important as your surgery, so please ensure you complete your recommended appointments. These are typically scheduled as follows:



After discharge, biennial eye examinations are recommended. Alternatively, patients who have undergone laser eye surgery may also attend a refractive surgery follow-up appointment which involves more in-depth diagnostic tests than a standard eye examination.

Returning To Your Hobbies And Activities After Laser Eye Surgery

This activity timeline chart will give you an indication of when you can go back to doing what you love and enjoy most after your laser eye surgery.

Daily Activities	LASIK	LASEK
Driving	48 hours	Within 4–7 days
Go back to work	From 2 days	Within 4–7 days
Housework	From 2 days	Within 4–7 days
Mobile / Tablet	From 6 hours	From 6 hours
Showering	From 6 hours	From 6 hours
Watching TV	From 6 hours	From 6 hours
Work in dusty environments	From 7 days	From 7 days

Beauty	LASIK	LASEK
Dye hair	2 weeks	2 weeks
Eyelash/Eyebrow tint	2 weeks	2 weeks
Eyebrow wax	2 weeks	2 weeks
Facial	2 weeks	2 weeks
Wear eye make-up	1 week	1 week
Wear fake tan	1 month	1 month
Wear false eye lashes	4 weeks	4 weeks

Activities	LASIK	LASEK
Abseiling	4 weeks	4 weeks
Aquatic sports	2 weeks	2 weeks
Bowling	2 weeks	2 weeks
Boxing	4 weeks	4 weeks
Bungee jump	4 weeks	4 weeks
Competitive running	2 weeks	2 weeks
Cricket	2 weeks	2 weeks
Cycling	1 week	1 week
Football	2 weeks	2 weeks
Fishing	2 weeks	2 weeks
Going for a walk	24 hours	2 – 4 days
Go-karting	2 weeks	2 weeks
Golf	1 week	1 week
Horse riding	2 weeks	2 weeks
Hill walking	1 week	1 week
Jet ski	4 weeks	4 weeks
Jog	1 week	1 week
Martial arts	4 weeks	4 weeks

Activities	LASIK	LASEK
Mountain biking	2 weeks	2 weeks
Racket sports	2 weeks	2 weeks
Rock climbing	4 weeks	4 weeks
Rollerblade	2 weeks	2 weeks
Rugby	4 weeks	4 weeks
Scuba dive	4 weeks	4 weeks
Skateboard	4 weeks	4 weeks
Ski	4 weeks	4 weeks
Sky dive	12 weeks	12 weeks
Snooker/Pool	1 week	1 week
Snorkelling	2 weeks	2 weeks
Snowboard	4 weeks	4 weeks
Surf	4 weeks	4 weeks
Trampolining	4 weeks	4 weeks

Hobbies	LASIK	LASEK
DIY	From 2 weeks	From 2 weeks
Gardening	From 2 weeks	From 2 weeks
Paint	2 weeks	2 weeks
Read a book	From 1 day	From 2–4 days
Video games	From 6 hours	From 6 hours

Travel	LASIK	LASEK
Fly	Within 1 week	Within 1 week
Sunbathe	2 weeks	2 weeks
Swim in sea	2 weeks	2 weeks

Gym	LASIK	LASEK
Aerobic exercise class	2 weeks	2 weeks
Gym	1 week	1 week
Heavy weight training	4 weeks	4 weeks
Sauna/Steam room	2 weeks	2 weeks
Swim	2 weeks	2 weeks

Social Activities	LASIK	LASEK
Cinema	From 1 day	From 2–4 days
Dance	1 week	1 week
Drink alcohol	48 hours	48 hours

Other	LASIK	LASEK
Dentist	1 week	2 week
Give blood	1 month	1 month



Outcomes Of Laser Eye Surgery

Over 99% of Optical Express patients achieve driving standard vision or better.¹

Over 99% achieve 20/20 vision.²

Over 95% achieve **better than** 20/20 vision.²

Less than 2% of patients require an enhancement procedure within 12 months.³

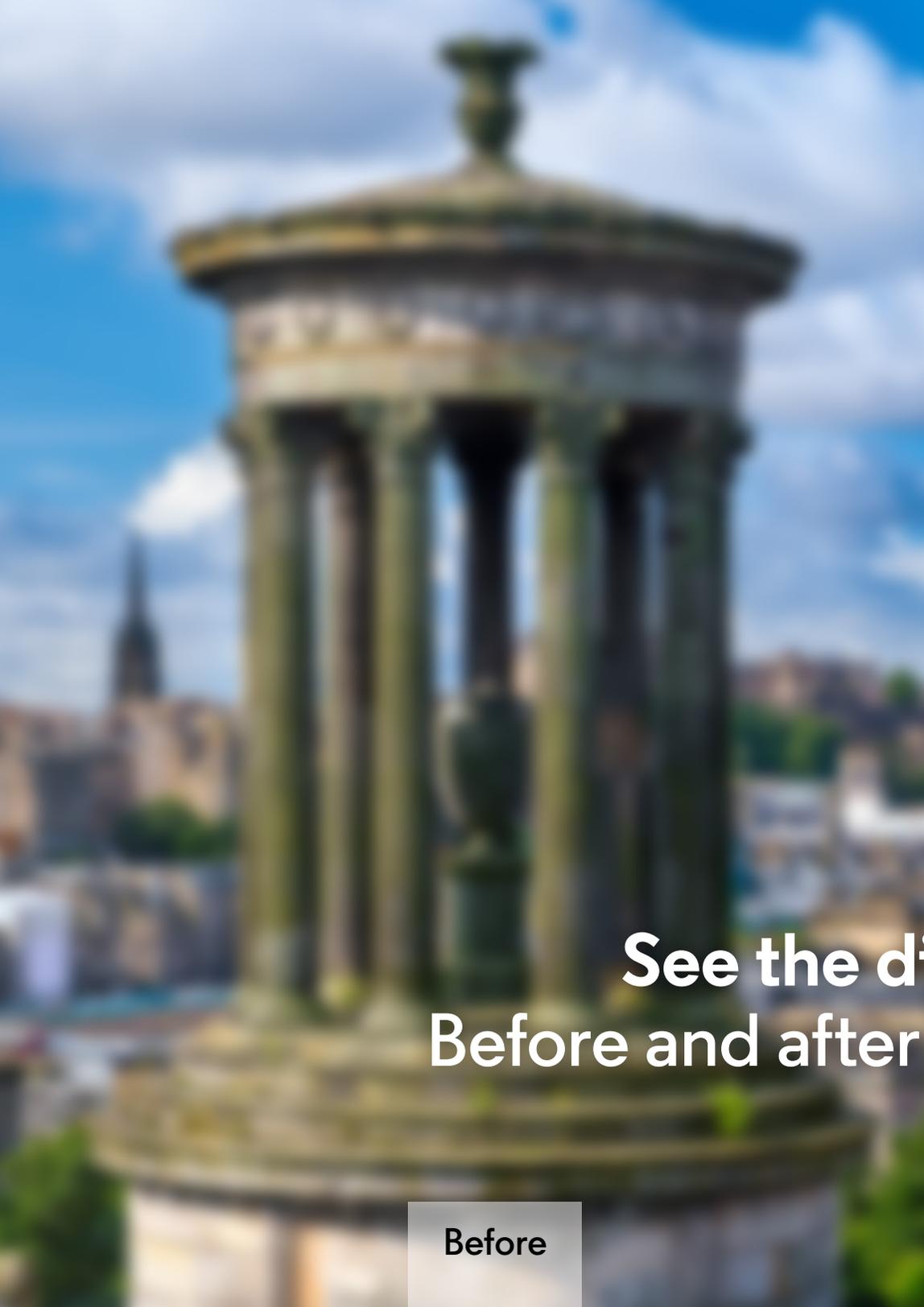
93% of patients say their quality of life has improved since having eye surgery.⁴

¹ Based on a study of 54,343 Optical Express patients treated, 99.8% achieved DVLA Class 1 driving standard vision after surgery

² Based on a study of 8,863 Optical Express patients treated with iDesign LASIK treatment between January 1st through to December 31st, 2017.

³ 2021 Procedure Outcomes – Optical Express Internal Analysis

⁴ 2023 Internal One Month Patient Experience Questionnaire Analysis of Patients treated between 1 January 2023 and 26 August 2023. Sample size 12552.



See the difference...
Before and after laser eye surgery

Before



After

* Representative of average visual improvement achieved. The average visual gain with LASIK is five lines on the Snellen vision chart.

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.

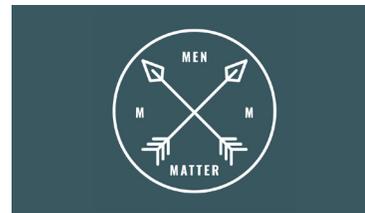
With locations throughout the UK, Ireland and across Europe, plus support offices, our colleagues are passionate about caring for the communities we serve. We have fostered a culture of care and we encourage every member of staff to contribute in some form, whether that be by suggesting ideas for new 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

By paying your deposit you are accepting and agreeing to keep to these terms and conditions.

1. Payment

- a. A minimum deposit of up to £500 is required to secure the booking of your surgical procedure. Even if you have not scheduled a date for your surgical procedure to take place, paying a deposit constitutes booking surgery. The balance must be paid 7 days before the date scheduled for your surgical procedure. If the balance is not paid 7 days before the date scheduled for your surgical procedure, the procedure will be cancelled and we will retain the entire deposit paid. This deposit can be used towards the booking of a new date for your surgical procedure if the new date is within 3 months of the date initially booked for this procedure. The deposit paid can be used towards one rebooking only and cannot be transferred to the booking of a different patient.
- b. The amount you pay for your primary surgical procedure includes the cost of:
 - your pre-surgery consultations;
 - your pre-surgery clinician discussion;
 - any eye drops and medications that are prescribed by an Optical Express clinician, during the first 3 months after your primary surgical procedure;
 - aftercare consultations delivered either in person or via telemedicine as recommended by your optometrist or ophthalmic surgeon during the first 3 months after your primary surgical procedure. You are responsible for scheduling all aftercare consultation appointments.
- c. If an Optical Express optometrist and an ophthalmic surgeon find you to be clinically suitable for a laser eye surgery enhancement procedure, we will provide 1 procedure per eye to you at no cost, only if the enhancement procedure is carried out during the first 12 months after your primary surgical procedure. We will normally consider an enhancement procedure 3 to 9 months after your primary surgical procedure, if this is clinically necessary. However, your ophthalmic surgeon will recommend the timing based on your clinical needs. You would be responsible for any procedure fees in the rare event that an additional surgical procedure or treatments over and above the first laser eye surgery enhancement is recommended for a given eye.
- d. After the first 3 months following your primary surgical procedure, you are responsible for the cost of any further eye drops or prescribed medications.
- e. Following your participation in your clinician recommended aftercare consultations within 3 months of your primary surgical procedure, you are responsible for the cost of any further appointments.
- f. You are responsible for the cost of any further aftercare consultations that take place 3 months after your primary surgical procedure.
- g. If you had premium lens replacement surgery and if a YAG Capsulotomy procedure is undertaken within 12 months of the primary procedure it is provided free of charge. If undertaken more than 12 months of the primary procedure, the fee of £795 per eye applies (price correct at time of print and subject to change).
- h. If you had laser eye surgery and an Optical Express optometrist and an ophthalmic surgeon find you to be clinically suitable for an enhancement procedure, we will provide 1 procedure per eye to you at no cost, only if the enhancement procedure is carried out during the first 12 months after your primary surgical procedure. We will normally consider an enhancement procedure 3 to 9 months after your primary surgical procedure, if this is clinically necessary. However, your ophthalmic surgeon will recommend the timing based on your clinical needs. You would be responsible for any procedure fees in the rare event that an additional surgical procedure or treatments over and above the first laser eye surgery enhancement is recommended for a given eye.
- i. Following 12 months of your primary surgical procedure, you are responsible for the cost of any additional surgical procedures or treatments.
- j. Your aftercare programme will end, and you will be discharged from postoperative care, when your optometrist or ophthalmic surgeon (or both) thinks it is appropriate.

- k. After you are discharged from post-operative care, we recommend that you arrange biennial eye examinations. You are responsible for arranging these examinations, and must pay any charge that applies. Alternatively, patients who have undergone laser eye surgery may also attend a refractive surgery follow-up consultation which involves more in-depth diagnostic tests than a standard eye examination. You are responsible for the cost of any refractive surgery follow up consultations.

2. Amendments to the type and date of your surgery

- a. If your surgeon recommends a different type of surgery than the one you have scheduled (for example LASIK instead of LASEK), there may be an extra cost for this.
- b. It is your choice whether to go ahead with the different type of surgery that has been recommended. If you decide to go ahead you will have to pay the extra cost before the surgery can go ahead. If you decide not to have the different type of surgery, you can cancel your surgery and will receive a refund of any money you have paid, in line with the cancellation policy.
- c. If you change the date of your surgery within 21 days of your planned surgery, you will have to pay a charge of £150 per eye. If you change the date of your surgery more than 21 days before the planned surgery, there will be no charge for this.

3. Exclusions

- The cost of your primary surgical procedure does not include (and we are not responsible for providing or for meeting the costs, charges, compensation or expenses relating to the following;
- Glasses or contact lenses which you may need after your surgery or any further surgery or other treatment if your vision is not fully corrected as a result of your primary surgical procedure.
- Glasses or contact lenses which you may need after your surgery or any further surgery or other treatment as a result of a different problem with your vision which is not related to your primary surgical procedure.
- Glasses or contact lenses if you have or develop presbyopia (an age-related eye condition that reduces the ability to see to perform near-vision tasks).
- Any further surgery that has a different aim to your primary surgical procedure (for example, if the further surgery is aiming to improve close vision but the initial treatment was not).

- Any surgery or other treatment not included in the fee for your primary surgical procedure.
- Any cosmetic or therapeutic treatments, such as eyelid surgery.
- Any procedures or devices to treat dry eye that are not included in the cost of your primary surgical procedure, such as LipiFlow treatment or punctal plugs.
- Any other dry eye medical appliance such as heat masks, lid wipes or Omega 3 supplements.
- A corneal cross-linking procedure.
- Consultations with or treatment carried out by anyone other than an optometrist or ophthalmic surgeon who provides services at an Optical Express clinic.
- Postponement of your surgical procedure or aftercare due to equipment failure, or your optometrist or ophthalmic surgeon being ill or unavailable. If this happens, we may rearrange your surgery or aftercare at another Optical Express clinic or with another Optical Express ophthalmic surgeon (or both).
- Emergency surgery or other treatment, as recommended by your optometrist or ophthalmic surgeon. We may decide that any emergency surgery or other treatment and associated aftercare can be provided at another Optical Express clinic or with another Optical Express ophthalmic surgeon or by a company or surgeon not connected to Optical Express, if this is in your best interests.
- If the ophthalmic surgeon decides not to go ahead with your surgery because they believe it would not be in your best interests to have the surgery you have been scheduled for, or they feel that a different type of surgery 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 surgery. In these circumstances it is not recommended that you go ahead with your surgical procedure 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 surgery or to allow you to receive treatment or aftercare.
- Medications prescribed more than 3 months after your primary surgical procedure.

- Aftercare consultations that take place 3 months after your primary surgical procedure.
- Any procedure or treatment that follows after a first LVC enhancement procedure to a given eye.
- Further surgery, enhancement procedures or other treatment which is needed more than 12 months after your primary surgical procedure. This exclusion applies where you are deemed clinically unsuitable for further surgery, an enhancement procedure or other treatment for any reason within 12 months of your primary surgical procedure, and are subsequently deemed clinically suitable for further surgery, an enhancement procedure or other treatment more than 12 months after your primary surgical procedure.

4. General notes

- a. We may not be able to offer you a consultation with, or surgery carried out by, a member of the same sex. If you are concerned by this but still want to go ahead with your scheduled surgery or other treatment, your clinic manager can arrange for a chaperone of the same sex who will stay with you during your consultation or surgery. It is your responsibility to ask the clinic manager to arrange this for you.
- b. If you would like to discuss anything relating to your consultation or surgery in confidence, please speak to your clinic manager.
- c. You should be aware that there are certain medical reasons that deem patients unsuitable for refractive treatment including but not limited to the taking of certain medications, pregnancy and breastfeeding. This may mean that you are deemed clinically unsuitable for further surgery, an enhancement procedure or other treatment within 12 months of your primary surgical procedure and may not therefore be able to benefit from the one laser eye surgery enhancement procedure per eye at no cost during the first 12 months after your primary surgical procedure.
- d. We may change our prices from time to time. We will honour the price given at your pre-surgery consultation, but only if you book your surgery within 14 days of your pre-surgery consultation. If we reduce our prices for your surgery following your pre-surgery consultation, we will charge you the lower price that applies at the time of your surgery.
- e. If we reduce the price of your treatment after the date of your primary surgical procedure, we will not issue a refund.
- f. We will use personal information relating to your treatment to help provide

your treatment, review your treatment, give you advice about additional treatment, carry out any additional treatment, and manage our business properly (for example, to allow us to keep accurate records and for quality-control purposes).

- g. We will use information relating to your treatment for research purposes, for statistical analysis and in connection with academic and scientific papers, presentations and other publications. Information relating to your treatment which we use for these purposes will not reveal your identity.

5. Force Majeure

- a. An event of force majeure is an event or circumstance which is beyond the control and without the fault or negligence of the party affected. An event of force majeure includes but is not limited to war, terrorism, earthquakes, hurricanes, acts of government, plagues, epidemics or pandemics.
- b. Neither party is responsible for any failure to perform its obligations under this contract, if it is prevented or delayed in performing those obligations by an event of force majeure.
- c. Where there is an event of force majeure, the party prevented from or delayed in performing its obligations under this contract must immediately notify the other party giving full particulars of the event of force majeure and the reasons for the event of force majeure preventing that party from, or delaying that party in performing its obligations under this contract.
- d. Upon completion of the event of force majeure the party affected must as soon as reasonably practicable recommence the performance of its obligations under this contract.
- e. You have no entitlement and we have no liability for:
 - (i). any costs, losses, expenses, damages or the refund of any part of the contract price during an event of force majeure; and
 - (ii). any delay costs in any way incurred by you due to an event of force majeure.

6. Complaints policy

- 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.

7. '20/20 vision or your money back' promotion

- a. This promotion is available only to people receiving iDesign iLASIK surgery with the aim of achieving best distance vision for both eyes individually. Both eyes must be treated. Your optometrist or surgeon (or both) will tell you whether you are receiving iDesign iLASIK treatment with the aim of best distance vision in each eye. This promotion does not apply to standard LASIK surgery and all forms of LASEK surgery.
- b. This promotion is only available if we confirm at your pre-surgery consultation that you are capable of achieving 20/20 (6/6) vision in each eye. Your best corrected vision with glasses before your treatment must be 20/20 (6/6) or better in each eye in order for you to qualify for this promotion. Your optometrist or ophthalmic surgeon (or both) will confirm whether you are eligible for this promotion.
- c. Monovision treatments to improve near vision do not meet the terms of this promotion.
- d. If you receive iDesign iLASIK and you do not achieve 20/20 (6/6) uncorrected binocular vision (when both eyes are used together to produce a single image), we will refund the amount you have paid for your primary iDesign iLASIK surgery, as long as you meet the terms of this promotion. We will not pay a refund under this promotion if you fail to achieve 20/20 (6/6) uncorrected vision in one eye only.
- e. If you entered into a finance agreement to pay for your surgery, and we arranged that finance agreement, we will cancel your finance agreement and refund all repayments you have made under it (including any interest you have paid under the agreement).
- f. If you entered into a finance agreement to pay for your surgery and we did not arrange this, please remember that you are responsible for making payments to the provider of the loan or finance, even if we give you a refund. We will not refund any interest you have paid on, or in relation to, that loan or finance agreement.

- g. You must apply for a refund within 15 months of your primary iDesign iLASIK treatment in order to qualify for this promotion.
- h. For the purposes of this promotion, '20/20' vision does not mean perfect eyesight. It means 20/20 (6/6) or better binocular distance vision, when assessed with both eyes open and using a standard calibrated ophthalmic backlit eye chart with letters arranged by size, in a room lit to such a standard as is reasonably necessary to properly carry out an eye test.
- i. Your level of vision under this promotion can only be assessed and confirmed at an Optical Express clinic by an Optical Express clinician. An eye test to assess and confirm your level of vision must be carried out at least 12 months after your primary iDesign iLASIK treatment (or, if you have an enhancement treatment, at least 3 months after the enhancement treatment).
- j. We will not accept the results of an eye examination or vision tests carried out by others when deciding whether you are entitled to a refund under this promotion. We will only accept vision tests which have been carried out at our premises by an Optical Express clinician.
- k. You are not entitled to a refund under this promotion if you do not achieve 20/20 (6/6) binocular vision due to:
- causes or conditions not intended to be dealt with as part of your primary surgical procedure or which are not related to your primary surgical procedure, such as age-related macular degeneration, amblyopia, cataracts, diabetes, eye muscle imbalances, glaucoma, meibomian gland dysfunction, vitreous opacities (floaters) or other conditions of the retina;
 - you failing to follow any medication or aftercare regime or routine we recommended to you;
 - you deciding not to have any further surgery or treatment that we have recommended to you;
 - someone other than us providing surgery or other treatment, medication or aftercare relating to your vision or eyes after your primary surgical procedure;
 - you not being truthful or honest or co-operating with us; or
 - you developing an unrelated health condition that has been diagnosed after the date of your primary surgical procedure and which means you shouldn't have an enhancement procedure.
- l. If you do not understand any of the information in this section, please let us know.

Consent Form

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

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

If you have any questions please speak to your surgeon 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.

	Initial
About Laser Eye Surgery (page 7)	<input type="text"/>
Laser Eye Surgery Procedures (page 10)	<input type="text"/>
Benefits Of Laser Eye Surgery (page 14)	<input type="text"/>
Potential Risks (page 15 – 17)	<input type="text"/>
Preparing For Your Procedure (page 18 – 20)	<input type="text"/>
What to Expect After Your Procedure (LASIK page 21 – 22) (LASEK page 23 – 24)	<input type="text"/>
Outcomes Of Laser Eye Surgery (page 26)	<input type="text"/>
I Have Read, Understood And Agree With The Terms & Conditions (page 29 – 32)	<input type="text"/>
Your surgeon 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 surgeon's decision will be based on your individual needs.	<input type="text"/>
Your surgeon 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 laser eye surgery.

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

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

Patient and Surgeon to Complete Together (please tick one box):

Your surgeon will help you with the choices in this section. I give my consent to having the following treatment.

I choose to have LASIK or LASEK surgery to improve:

LASIK: Right eye Left eye

LASEK(PRK): Right eye Left eye

I choose to have laser eye surgery with iDesign (LASIK & LASEK only): Yes No

Patient Declaration

Further to my consultation with my optometrist I have taken part in a discussion with a second clinician who also discussed with me the risks, benefits and alternatives to laser eye surgery, such as glasses and/or contact lenses.

I received my laser eye 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 laser eye surgery (whichever applies) 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 laser eye 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 surgery.

Patient Name:

Patient Signature:

Date:.....

Surgeon 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 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 laser eye surgery. I agree to accept this patient on the above terms and provide treatment as set out in this document.

Surgeon Name:.....

Surgeon Signature:.....

Date:.....

Notes



The LASIK laser eye surgery technology used by Optical Express is the same type that NASA has approved for use on its astronauts.

Contact Telephone Numbers - General Enquiries

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 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 LASER CONSENT BROCHURE - MAY 2025



Paper from
responsible sources.

LASER EYE SURGERY

0800 023 2020

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