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72 YEARS' OPTICAL LENS MANUFACTURE

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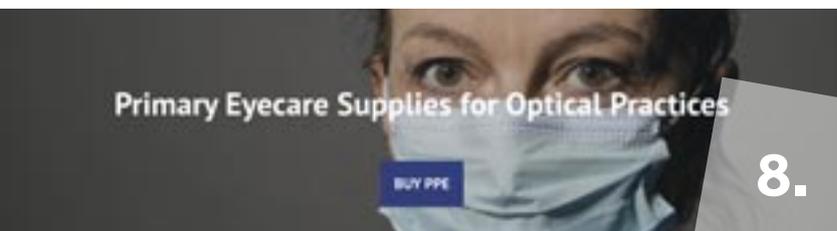
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Primary Eyecare Supplies for Optical Practices

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FC – Photo from stock



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DISPENSING OPTICS

The Professional Journal of the
Association of British Dispensing Opticians

Volume 35 No 6

EDITORIAL STAFF

Publisher	Sir Anthony Garrett CBE HonFBDO
Editor	Nicky Collinson BA (Hons)
Email	ncollinson@abdo.org.uk
Assistant Editor	Jane Burnand
Email	jburnand@abdolondon.org.uk
Design and Production	Rosslyn Argent BA (Hons)
Email	rargent@abdo.org.uk
Admin. Manager	Deanne Gray HonFBDO
Email	dgray@abdo.org.uk

EDITORIAL/ADVERTISING

Telephone	0781 2734717
Email	ncollinson@abdo.org.uk
Website	www.abdo.org.uk

SUBSCRIPTIONS

UK	£150
Overseas	£175, including postage

Apply to: Edward Fox FBDO
Association of British Dispensing Opticians
Godmersham Park, Godmersham,
Kent, CT4 7DT

Telephone	01227 733911
Email	efox@abdo.org.uk
Website	www.abdo.org.uk

ABDO CET

Head of CET	Alexandra Webster MSc PGDipE FBDO CL FHEA FBCLA
	ABDO CET, 5 Kingsford Business Centre, Layer Road, Kingsford, Colchester Essex, CO2 0HT
Telephone	01206 734155
Email	abdocet@abdo.org.uk

CONTINUING EDUCATION REVIEW PANEL

Joanne Abbott BSc(Hons) FBDO SMC(Tech)
Josie Barlow FBDO CL
Keith Cavaye FBDO(Hons)CL FBCLA
Andrew Cripps FBDO PG Cert HE FHEA
Kim Devlin FBDO(Hons)CL
Stephen Freeman BSc(Hons) MCOptom FBDO(Hons) Cert Ed
Claire McDonnell FAOI
Angela McNamee BSc(Hons) MCOptom FBDO(Hons)CL FBCLA Cert Ed
Alex Webster MSc PGDipE FBDO CL FHEA FBCLA
Gaynor Whitehouse FBDO (Hons) LVA

EDITORIAL COMMITTEE

Nicky Collinson BA (Hons)
Antonia Chitty MA MCOptom MCIPR
Alex Webster MSc PGDipE FBDO CL FHEA FBCLA
Max Halford FBDO CL
Debbie McGill BA (Hons)
Sir Anthony Garrett HonFBDO
Jo Holmes FBDO

DISPENSING OPTICS IS PUBLISHED BY

ABDO, 199 Gloucester Terrace, London W2 6LD
Dispensing Optics is printed by
P&P Litho Ltd, Ashford, Middlesex TW15 1AB

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ISSN 0954 3201

AVERAGE CIRCULATION: 9,239 copies (January to December 2019)
ABDO Board certification

DO Dispatches



HARD DECISIONS TO MAKE

I hope that when you read this you are keeping safe and well. Your Association has been working hard to ensure that we are best placed to help and support

members at this most difficult time. In order to deliver what is needed most, we are having to make some hard but necessary choices.

Faced with falling income from examination fees, sponsorship and other revenue streams, we are cutting costs where it won't deflect from delivering priority services. Sadly, this will be the last printed edition of *Dispensing Optics* this year. We will continue to provide the journal online and, if all goes to plan, we will restart the printed edition in 2021.

Many members are making good use of the CET we are continuing to provide. Our new online management training courses have begun and now is an ideal time to consider joining the next intake in September.

This is a particularly difficult time for student members, especially those hoping to qualify this year. The exams team are working flat out to see if we can provide safe and robust practical examinations at the earliest opportunity. We will do all we can to support students, who will be vital members of the profession in years to come.

I am sorry to report that despite the enormous challenge the sector is facing, the General Optical Council (GOC) is ploughing on with its Education Strategic Review. As everyone knows, we have very serious concerns about its direction and the implication for both the profession and the public.

Whilst the GOC may well think that this review is important, I cannot believe that anyone could seriously imagine that it could not wait until this emergency is over. It is completely unreasonable to expect anyone in the profession to deal with this complex issue at a time of such turmoil. It is really worrying that our regulator should be so out of touch with the problems that registrants face that it continues to act as if little has happened.

Finally, if you need any help, advice or support, contact the ABDO membership team straight away: don't wait until the problem has become too great to handle. As we approach a time when a phased return to work looks likely, stay safe and keep well.

Sir Anthony Garrett
ABDO general secretary



abdo



A DO and proud of it

At the time of writing this article, I had recently set up a working group within ABDO to discuss the here and now with regards to Covid-19, the exit phase, what will be the 'new normal' and the long-term impact on how eyecare is delivered.

In the short term, until the threat of Covid-19 is gone, all optical practices will need to restructure how they deliver care to patients, for example, having set days for shielded groups only and adapting premises by re-arranging seating to allow more space for social distancing.

The disinfection of products and equipment used between each patient will require longer appointment times, and the use of personal protective equipment (PPE) needs to be considered when within a two metre radius. Initial

discussions on the long-term situation is that PPE – at least gloves and masks – will be used routinely.

When the tap is turned back on, there may also be more need to use optical practices to see stable ophthalmology patients who had appointments delayed due to the pandemic. Discussions were ongoing prior to Covid-19, and now would be as good a time as any to shift the balance of care to cope with demand.

Dispensing opticians and contact lens opticians will have crucial roles to play as we enter the exit phase. This is when businesses will be at their most exposed, as initial appointments may be follow-ups from previous essential and emergency care, or contact lens appointments from previously supplied lenses or spectacles. These will not necessarily bring in any revenue – and with slower footfall due to



PPE WILL BE USED ROUTINELY

possible longer appointment times, practices' earning capacity will be more limited than previously.

However, as time goes by, confidence will be restored and vulnerable people will come out of isolation. There may well ensue a surge in demand for eyecare, and we need to be ready to accommodate this.

#ADOANDPROUD

NEWS

JUNE 2020

Dispensing Optics to go digital

From the July 2020 issue for a period of six months, *Dispensing Optics* will be available in digital format only.

Commenting on the decision agreed by the ABDO board last month, Tony Garrett, ABDO general secretary, said: "We understand that *Dispensing Optics* is highly valued by members in its printed format. However, ABDO is not immune from the financial impact of the coronavirus crisis.

"In the current situation, with the majority of practices shut, large quantities of journals are being redirected each month to Godmersham. It therefore makes financial sense to focus on our digital offering for the next six months, as the profession and industry reassess and reset for the future.

"We have every intention of reinstating the printed version of *Dispensing Optics* in



Printing break planned

January 2021. In the meantime, our primary focus continues to be on supporting members during this difficult time."

Visit DO Online for news, features and situations vacant.

Current guidance remains in place

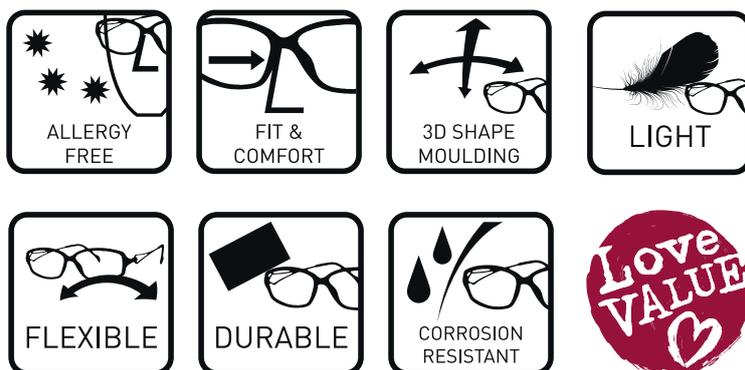
Following the government's decision last month to begin lifting certain lockdown measures, ABDO and the College of Optometrists have confirmed that the current clinical advice for eyecare practitioners, which is to deliver essential/urgent/emergency eyecare only, remains in place.

Eyecare practitioners continue to be advised to "fully utilise remote consultations to provide support to the public in the first instance". Routine sight tests remain suspended until further notice.

Both organisations have requested that all practitioners continue to adhere to each nation's guidance on the provision of eyecare services.

Visit the Covid-19 advice page on the ABDO website for up-to-the-minute guidance.

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DOUG BAIRNER



Leading the way ahead

Doug Bairner has been appointed as the new CooperVision country manager for the UK and Ireland, replacing Debbie Olive, who has been promoted to senior vice president for Europe.

With a background in commercial, category marketing and general management, Doug's role will be to grow the category.

He said: "The current situation is highlighting that contact lens subscriptions are the financial bedrock of UK optical retail, and yet the category still has huge growth potential.

"Many wearers describe the moment they're fitted with contact lenses as life-changing and we want to help eyecare practitioners to deliver even more of these experiences for their patients, and in a way that works for their in-practice operations and their bottom line."

Online PPE shop for practices in England

Optical practices in England can now purchase Public Health England (PHE) recommended personal protective equipment (PPE) from a new online shop at www.primaryeyecaresupplies.co.uk

The shop is a joint initiative between the Local Optical Committee Support Unit (LOCSU) and Primary Eyecare Services (PES) to ensure that all practices can quickly access affordable PPE when required.

The shop is operating on a non-profit basis, offering items sourced at the lowest available price with a free delivery option. All practices in England will be able to access PPE via the online shop (subject to availability), regardless of primary eyecare company affiliation.

ABDO president, Jo Holmes, commented: "ABDO would like to thank LOCSU and Primary Eyecare Services for organising this option to be made available to optical practices in England. Optical practices can source PPE through the NHS England supply chain – but due to the



PPE supply options widened

current situation there is limited stock. "It is still recommended that optical practice staff providing face-to-face care within a two-metre radius should wear PPE, and we expect this to remain the case as we enter in to the exit phase and possibly beyond. ABDO will keep members up-to-date as the situation changes."

For members in other nations, Optometry Northern Ireland has sourced PPE for members. Wales and Scotland governments have provided PPE for those supplying urgent and emergency care.

Read all the latest updates on the ABDO Covid-19 guidance page at www.abdo.org.uk, including the widening of testing availability to all essential workers and other key Q&As.

Contact lens courses clarification

An article in the April issue of *Dispensing Optics*, 'Extended training for CLOs', incorrectly stated: 'At present, the ABDO College course is the only recognised CLO [contact lens optician] course that provides the learning objectives in line with the requirements to go on to train to deliver MECS [minor eye conditions services] and GRM [glaucoma repeat measures] as negotiated by ABDO'.

However, Bradford College also teaches the Contact Lens Certificate course, which provides the required education, following completion of the ABDO contact lens examinations, to go on to train to deliver MECS and GRM as negotiated by ABDO.

Our apologies to readers for any confusion caused by this oversight. Details for Bradford College's contact lens course can be found at www.bradfordcollege.ac.uk. Course enquiries can be directed to Dean Dunning at d.dunning@bradfordcollege.ac.uk

Details for ABDO College's contact lens course can be found at www.abdocollege.org.uk. Course enquiries can be emailed to info@abdocollege.org.uk

Sparkling prize to be won

Enter this month's Competition Corner for a chance to win a pair of stunning Cocoa Mint sunglasses generously donated by Eyespace.

The winner will be able to choose from CMS 2066 C1 – a popular rose tortoiseshell with pink Swarovski detail, or CMS 2066 C2 (pictured) featuring a gloss tortoiseshell outer and iridescent aqua interior.

Embellished with Swarovski crystal accents, Cocoa Mint sunwear style CMS 2066 in size 54-16-140 features a versatile D-shaped eye front. Genuine Swarovski



COCOA MINT CMS 2066 C2

crystal fabric has been expertly applied to the slimline sides for maximum sparkle.

Turn to page 25 for details of how to enter the competition.

Concerns raised about online offer

ABDO has welcomed a response from the General Optical Council (GOC) in relation to an offer of 4,000 free contact lenses for frontline workers from online contact lens retailer, Vision Direct, which is owned by Essilor Luxottica.

The offer was publicised in the *Sun* and *Mirror* newspapers last month, with a link to the Vision Direct website and instructions on the process for obtaining a discount code for a free month's supply of daily disposables.

ABDO president, Jo Holmes, said: "ABDO raised concerns with the GOC regarding these articles as there was no information provided to state that patients who had not worn contact lenses before shouldn't apply – as they had therefore not been through a trial and supplied with a specification.

"The GOC confirmed that it had received a number of complaints about Vision Direct's offer in the *Sun* and *Mirror* newspapers without first verifying the specification details with the prescriber."

The GOC said it was difficult to use UK law to prosecute a company registered overseas – as Vision Direct is – even where the purchaser is in the UK. It also stated it would be contacting the press in relation to the article printed in order to clarify the situation.

Jo added: "ABDO welcomes this response from the GOC and recognises that changes need to be made within the law for the optical regulator to enforce the regulations on all contact lens companies providing lenses to UK patients."

Members with concerns about illegal sales should contact Debbie McGill in the first instance by emailing dmcgill@abdolondon.org.uk

'Win-win' online ordering venture

Positive Impact (PI) has launched a direct ordering hub for HydraMed dry eye products at www.hydramed.shop, allowing patients to buy online without cutting the practice out of the sale.

When ordering, the patient enters a unique code provided by their practitioner to gain access to special

Artisan inspired diamond line

Italian eyewear designer Lara D'Alpaos has launched a Diamond collection of sunglasses featuring 24k diamond powder on 4mm thick lenses, placed using a precise technique for cutting facets on a metal surface.

"This collection represents a labour of love in every sense," said Lara. "I am truly passionate about the potential intrigue and glamour created through experimentation and innovative techniques not only of the frame and the lens but also in the decoration – in this case, the application of luxurious 24k diamond powder."

The four styles take their names from Egyptian history and mythology and come with gold, brown, black or mirrored gold lenses.



CLEOPATRA BY LARA D'

Managing for the future



ONLINE COURSES COMMENCE

Twenty-four students have begun their online studies for the new ABDO Management & Leadership Training – leading to Chartered Management Institute (CMI) qualifications.

offers and free delivery. The code also acts as a unique identifier for the practice, ensuring it receives reimbursement for the sale.

PI marketing and professional services director, Nick Atkins, said: "I am excited about this website, as it turns the conventional stock-in-trade model on its head. It allows the patient to order their supplies 24/7, whilst the practice generates revenue just as if they had sold

Applications are now open for the Level 5 Certificate: Continuing Improvement course, which begins on 7 September and takes three months to complete.

"It's been great to see so many people sign up, especially under the current circumstances," said ABDO sector skills development officer, Nick Walsh.

"We have seen employers investing in their teams as well as people self-funding their personal development including becoming ABDO members so they can access the courses and the many other benefits."

All students benefit from CMI membership as part of the package, providing access to support and materials that they offer including the 24/7 online resource, ManagementDirect.

The application deadline is 21 August. Find out more and apply at www.abdo.org.uk/dashboard/business-hub/mlt

the product themselves, without ever buying the stock."

PI managing director, Maxine Green, added: "Our model ensures that we don't cut out the middle man who has recommended HydraMed to their patient. It also means the patient isn't forced to either travel to the practice or, for convenience, resort to purchasing elsewhere. We feel this novel alternative approach is the classic win-win scenario."



PAST MEDAL WINNER

Research medal applications invited

The Worshipful Company of Spectacle Makers (WCSM) has launched its annual research medal competition.

The Master's Medal is awarded for the best first-published research paper in any aspect of vision published in a recognised refereed journal between 1 July 2019 and 30 September 2020 by someone who has not yet achieved a doctorate.

The Ruskell Medal is open to entrants at any stage of their research career and is intended to reward ground-breaking scientific research. Again, papers must have been accepted for publication between 1 July 2019 and 30 September 2020.

Both medals are accompanied by a purse of £750 and all papers will be assessed by the WCSM's Professorial Committee.

It is hoped the winners will be able to receive their medals at a Company Lunch in Apothecaries' Hall, London, in December. Find out more at www.spectaclemakers.com

Our photograph shows previous Ruskell Medal recipient, Dr Jasmina Cehajic Kapetanovic.

Contact lens modules offered

Menicon has launched free e-learning modules focusing on its Miru contact lens range.

Each module has a mix of video, audio, animation, text and interactive self-reflection questions.

Neil Retallic, Menicon European professional services director, said: "In response to increasing requests for information on how to best match wearers' needs to contact lens recommendations, we have created these modules to help support our customers in a simple, interactive format that can be viewed anywhere, any time on any digital device."

Sign up at www.menicon.co.uk/professional/elearning

**See clearly
Stay safe.**

With Shamir
**Glacier Plus™
Anti-fog**

LENS AND GLAZING DISCOUNT

Coming out of the fog

To support ABDO members as they look to return to practice in the coming months, Shamir is offering a 50 per cent discount on one pair of Glacier Plus Anti-Fog lenses and glazing.

"During this challenging period when wearing face masks has become advisable for most and mandatory for many, those who wear glasses face the unique challenge of their lenses fogging up: an annoyance, but also very dangerous at times," said Shamir UK's Russell Bickle.

"To assist those facing this issue, Shamir's innovative Glacier Plus Anti-Fog offers a solution. The technology comprises an integral coating on the rear lens surfaces to prevent the formation of vapour and Shamir's Glacier Plus on the front surface. The coating is permanent, effective and does not need activation sprays."

Members with a Shamir account can order them as normal (no un-cuts) and use the code 'ABDO' in the reference. Those without an account can email abdomembers@shamirlens.co.uk

The coating is available in 1.53, 1.59 and 1.6 indices across Shamir's prescription lens portfolio.

New council member

Tim Parkinson has been appointed as the newest lay member of the General Optical Council (GOC) for a period of four years.



TIM PARKINSON

He replaces Deborah Bowman, who resigned on 8 February. Tim is the director of his own board-level consultancy business and has more than 20 years of senior leadership experience.

GOC chair, Gareth Hadley, said: "I am pleased to welcome Tim to the council. He brings to us a wide range of corporate experience gained within regulated 24/7 service businesses. I am sure that he will prove to be a major asset to our council and the challenges that we will face in the coming years in our core task of protecting the public in the rapidly changing field of healthcare professional service delivery."

UV/blue-light lenses launched

Mark'ennovy has launched what it's describing as "the first daily soft contact lens combining a Class I UV filter and selective blue light blocking".

The IndiGO lenses are said to protect the eye from UVB (99 per cent), UVA 93 per cent) and blue-violet light (14 per cent), originating from the sun, ambient LED lighting and digital devices.

"Manufactured with our patented micro-precision technology, IndiGO not only provides myopic and hyperopic patients with protection from UV and blue-violet light, but also stable vision and excellent all-day comfort," said a spokesperson.

The hydrogel lenses have a Dk of 18 and come in spheres from -10.00D to +8.00D.

E-learning platform a hit

More than 4,000 practitioners have so far registered for CET webinars on the CooperVision Learning Academy.

A live recording of the first webinar with Professor James Wolffsohn, 'Covid-19 and contact lenses: what eyecare professionals should know', is now available with more to follow.

Users can also book one-to-one sessions with Indie Grewal or Wendy Sethi for advice on myopia management and how to provide this service to patients. Six-person peer discussion workshops on myopia management are also on offer for three CET points.

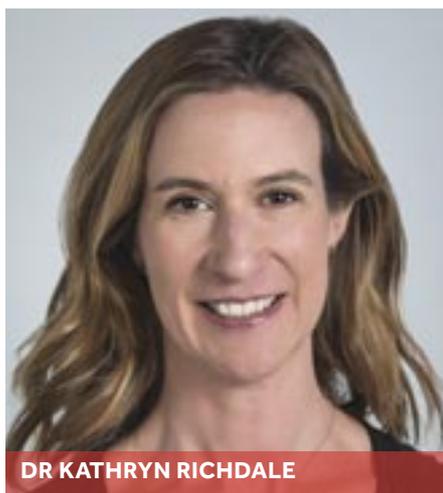
Krupa Patel, CooperVision head of professional services, UK and Ireland, said:



Webinar catch-ups available

"The interest and attendance for our live-streamed webinars has been outstanding and I am thrilled that CooperVision UK and Ireland is able to support at this time."

Access the e-learning platform at <https://academy.coopervision.co.uk/uk>



DR KATHRYN RICHDALÉ

Evidence shared on myopia control

A new literature analysis published in *Ophthalmic & Physiological Optics*, the peer-reviewed journal of the College of Optometrists, aims to give eyecare practitioners a comprehensive analysis of evidence-based information needed to help manage myopia.

Written by Dr Mark Bullimore and Dr Kathryn Richdale, 'Myopia control 2020: where are we and where are we heading?', presents a range of critically evaluated safety and efficacy considerations for behavioural, optical and pharmaceutical myopia management pathways.

The authors state in the paper: "Management of an individual child should be underpinned by the evidence-based literature and clinicians must stay alert for ongoing myopia research. [This] will undoubtedly result in the evolution of the standard of care for the myopic and pre-myopic child."

The paper was supported by an educational grant from CooperVision and is available via open access at <https://onlinelibrary.wiley.com/doi/10.1111/opo.12686>

Season for shielding

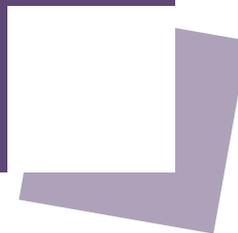
Looking ahead to eyewear trends for autumn/winter 2020-21, Marcolin is predicting a trend for futuristic shields.

Oversized, modern and impactful models in this iconic shape can be seen across several of its new collections for the forthcoming seasons. The different combinations of sizes and colours make the shield adaptable to all faces, such as the Atelier Swarovski Eyewear model pictured.

With its sleek profile, the 80s inspired SK0273-P wraparound sunglasses feature a fashion-forward narrow shape and edgy design. Eye-catching crystals decorate the front and sides for added glamour.



ATELIER SWAROVSKI EYEWEAR SK0273-P



Not just any OA

Last September, ABDO College launched its revised Optical Assistant (OA) Course – and the first group of students have now successfully completed it. With 76 enrolled for last year's September start, plus a further 53 coming on board in January, the updated OA course has proved to be popular with both employers and optical support staff.

The OA course has been designed to make the most of online study, ensuring that students don't need to take time out from work and can learn at home or in breaks at their practice. ABDO College courses coordinator Rian Love has been responsible for creating and running the course, and he said: "A couple of students had studied online before but a lot hadn't. We had a real mix of ages and experiences join up. Those who were new to optics altogether found their online studies really accessible and beneficial."

HARD-WON SUCCESS

The course covers an introduction to the eye, an introduction to contact lenses, the provision of spectacle frames and lenses, legal requirements and an introduction to mathematical principals used within optics. Alongside this online learning there is a full day workshop, which offers staff the chance to develop skills in basic adjustments and repairs, as well as introducing them to the wide range of screening equipment used in optical practice.

Reporting back on the course, Rian explained that although some students found the maths hard, in the end with support from tutors everyone achieved good marks. He said: "The OA course has been planned to cover subjects which lead onto the FBDO course. It is a good grounding in maths for anyone who wants to progress onto year one of the DO course."

Looking at the most popular topics for online study, Rian continued: "People liked learning about the eye, ametropia and how it is corrected. Repairs are bread and butter



Rian Love instructs students during a workshop

to anyone working in practice, but the aspects that students didn't get so much information on in practice were particularly appreciated throughout the course."

Although the face-to-face workshops at the ABDO's National Resource Centre in Birmingham are not compulsory, students have found them a good way to learn new skills, brush up on things that they had already been doing in practice, and of course to meet each other. Students discover how to realign spectacles, reinsert lenses, replace nose pads and carry out basic supra repairs. The optical screening workshop



Students will learn repair skills

includes communication around the screening process, the principals and processes of the optical screening equipment and how to obtain the best measurements or data.

Rian said: "The workshops took place in March, fortunately a couple of weeks before the country was locked down. Everyone had a really good time and enjoyed themselves: we had a great attendance and people found lots of benefits – even those who had already learnt how to do the trickier things like rimless repairs in practice enjoyed meeting everyone."

He continued: "There were skills in the workshop such as Humphrey screening which people could take back to their practice. They could see images and get face-to-face explanations."

Petra Glynn took part in the OA course and attended the workshop. She commented: "It was very informative with great practical advice and tips. I'm glad I made the trip over for it. The dynamic between both ABDO College lecturers was entertaining and informative. The practical workshop with frame adjustments was great."

Another student, Lauren Daniels, enjoyed the friendly environment. "Everyone was there to help each other," she said. Having completed the course, she also appreciated, "learning how much of a key role we are for our patients who come into the practice".

ENROLMENT NOW OPEN

For practitioners who have new optical assistants coming on board in the next few months, or staff with a desire to reinforce their skills and broaden their knowledge gained in practice, the next intake of ABDO College's Optical Assistant course is now open.

The course can be completed successfully entirely online. Each module is designed to provide OAs with the foundation of knowledge needed in order to support both professional staff and customers in practice. Find out more and apply at www.abdocollege.org.uk/courses



Spektrum model Anjan in black/purple

Sustainably sourced sunglasses

Swedish sustainable sports brand Spektrum has launched a range of performance sunglasses comprising of four styles ideal for outdoor activities.

The frames feature bio-based grilamid, made from castor oil, making them light, durable and flexible. Additional features include fully adjustable end tips, non-slip rubber sides and exchangeable rubber nose pads. For optimal visual clarity, Spektrum uses an advanced hydrophobic coating to repel water and moisture from the lenses.

Exclusively produced by Carl Zeiss Optics, Spektrum offers a selection of lens tints, alongside its anti-shatter lens technology and scratch-resistant coating.

Get set for sports

Eyewear for sports and leisure activities can be a valuable asset for both patient and practice all the year round...



Centrostyle Sports Protection Goggle

Strong, safe and secure

The Centrostyle Sports Protection Goggle is supplied with plano lenses made of polycarbonate for contact lens wearers or those who don't require a correction.

The nylon frame is designed to ensure strength and shock resistance, while the soft touch rubber inserts on the inside of the front provide for a secure fit. To reduce fogging, the goggle features an integrated ventilation system.

Suitable for prescriptions from +/-7.00D, it is available in various colours and in eye sizes ranging from 47-55mm.



Adidas Originals model OR0023

A sports eyewear original

The Adidas Originals eyewear collection for autumn/winter 2020/21 is now available from Marcolin.

Model OR0023 is a minimal wrap offering an edgy update on a masculine, flat-top silhouette. Contrasting interior colouring and rubberised sides featuring the trefoil logo, makes this a classic Adidas Originals style. Other shapes in the new collection include a cat-eye, a shield and a round frame featuring floating lenses.

Protection for active lifestyles

The Dibble Optical accessories catalogue offers a large range of sports prescription goggles, masks and spectacles suitable for a variety of sports.

The Leader range is available in a choice of styles, colours and sizes from age six upwards. The Leader C2 and ProX ranges are characterised by quality, aesthetics, resilience and safety features with "an incredible resistance" to impact.

All Leader ranges are supplied with a soft case, with display materials and merchandising such as presentation cases, display sets and branded sports bottles.

Dibble Optical also has a dedicated B&S Leader sports eyewear catalogue available online, showcasing key features of the existing product range.

Next month's Product Spotlight is on practice management software.



Leader ProX Sports frame in white/lime



COMPETENCIES COVERED

DISPENSING OPTICIANS

Optical Appliances, Refractive Management, Ocular Abnormalities, Paediatric Dispensing

OPTOMETRISTS

Optical Appliances, Ocular Disease, Binocular Vision



This visual recognition test (VRT) has been approved for one CET point by the GOC. It is open to all FBDO members, and associate member optometrists. The multiple-choice questions (MCQs) for this month's CET are available online only, to comply with the GOC's Good Practice Guidance for this type of CET. Insert your answers to the six MCQs online at www.abdo.org.uk. After member log-in, go to the secure membership portal and CET Online will be found on the L menu. **The MCQs are NOT presented in random order.** Please ensure that your email address and GOC number are up-to-date. The pass mark is 60 per cent. The answers will appear in the October 2020 issue of *Dispensing Optics*. The closing date is 12 September 2020.



Paediatric care, dispensing and management

by Joanne Abbott BSc (Hons) FBDO SMC (Tech)



PICTURE 1

This visual recognition test (VRT) highlights one of the core activities of everyday practice: providing a clinical and dispensing service for children. The test must be completed online, where there will be an opportunity to enlarge the pictures for closer study if required.

If you would like more information to help you successfully complete this VRT, here are some references:

Picture 1: An internet search engine will produce a choice of options for revision of the cover test.

Picture 2: Keirl A. *Essential course in dispensing - part 17*. 2014. Available at: www.opticianonline.net/cet-archive/49 (Accessed 2 April 2020)

Picture 3: Gowing J. *Paediatric Dispensing*. 2018. Available from: <https://www.opticianonline.net/cet-archive/5048> (Accessed 2 April 2020)

Picture 4: Walsh G. *Introduction to Binocular Vision Pt 2*. 2008. Available from:

www.abdocet.org.uk/CET76.pdf (Accessed 5 April 2020)

Picture 5: Healthline. *Is This Rash Contagious? Symptoms, Treatment, and More*. 2018. Available from:

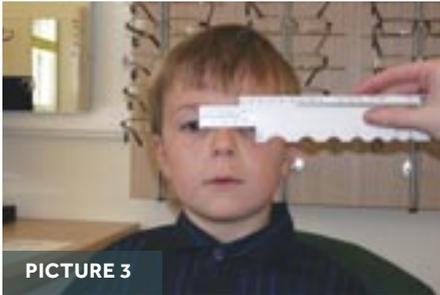


PICTURE 2

PLAN YOUR CET TODAY

For all the latest CET available from ABDO visit the Events section of the ABDO website. Here you will be able to see the latest online interactive CET sessions available for booking. Online sessions include peer discussions groups, a great way to learn in a small group of your peers. Both dispensing and contact lens practitioner specific sessions are available, all being approved for three CET points. New sessions will be added regularly. Additionally, we continue to host our monthly CET webinar series featuring a range of topics and speakers. Each CET webinar will be approved for one interactive CET point.

C-75218 Approved for 1 CET Point



PICTURE 3



PICTURE 5



PICTURE 6

www.healthline.com/health/contagious-skin-rashes#in-children
(Accessed 2 April 2020)

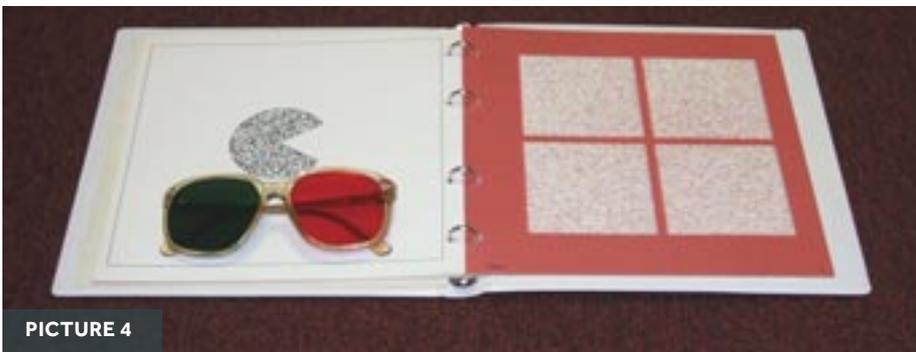
Picture 6: BMJ. BMJ Best Practice: *Assessment of Red Eye – Diagnosis* (2018)

Available at: <https://bestpractice.bmj.com/topics/en-gb/496/differentials>
(Accessed 2 April 2020)

When making use of search engines try to find resources from reliable

websites. There is good information on the internet, but you will also find opinions, misconceptions and inaccurate information.

Picture 3 courtesy of Andrew Kierl.



PICTURE 4

JOANNE ABBOTT is a dispensing optician with more than 25 years' experience in the optical industry. She is passionate about maintaining a high standard for dispensing opticians and driving the future of the profession through contemporary professional development. Joanne is the ABDO regional CET coordinator and is currently undertaking a professional doctorate in healthcare education with the University of Essex.

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Multiple choice answers

Contact Lenses and myopia management. A specialism or a responsibility?

By Dean Dunning Med BA(Hons) FBDO CL Cert Ed FICLCE

C-74025 – published February 2020

Six of the following questions were presented online to entrants to comply with the General Optical Council's best practice specifications for this type of CET.

Complete the sentence correctly. It is generally accepted that myopia is:

- more likely to be present in children living in rural areas
- entirely due to genetics
- caused by an increase in the eye's axial length
- due to an imbalance in the refractive state of the eye

c is the correct answer. It is generally accepted that an increase in the axial length due to the abnormal growth of the sclera and choroid is the main likely cause of myopia.

Which statement is true?

- The effects of progressive myopia appear to be greater in the winter than the summer
- 70 per cent of myopic refractive variance is due to environmental factors
- Children with more than 0.75D of hypermetropia are ideal candidates for myopia management
- The risk of retinal detachment in myopia is greater where the refractive error is under about 4.75D

a is the correct answer. Although research has concluded that this is the case, the reasons why have yet to be fully established.

Complete the sentence correctly. For the purposes of research, high myopia is defined as being:

- over 10.00D in either principal meridian
- where NHS voucher B becomes effective
- the same as when a vertex distance needs to be recorded
- when a higher refractive index lens material is dispensed

c is the correct answer. 5.00D or above is deemed to be 'high' by most authorities.

Which one of these conditions is not considered to be a risk factor associated with high myopia?

- Cataract
- Exophoria
- Retinal detachment
- Glaucoma

b is the correct answer. There is evidence that the

risk of developing the other three conditions is increased where high myopia exists.

Complete the sentence correctly. The most suitable patients for the management of myopia with contact lenses are:

- young children, particularly under six years of age
- subjects where neither parent is myopic
- those showing signs of myopic maculopathy
- any myope under the age of 16

d is the correct answer.

Which set of parameters relate to the hydrogel MiSight contact lens?

- A water content of 60 per cent and Dk value of 25
- Etafilcon A material, water content 58 per cent
- A Dk value of 35, available in powers from -1.00D to -6.00D
- 75 per cent water content, Dk of 60 and available up to -15.00D

a is the correct answer.

Which statement is false?

- Myopic progression may be delayed as a result of increased exposure to sunlight
- There is evidence to suggest that myopia can continue to progress beyond the age of 20
- Using lenses to serve a different purpose than that originally intended is called 'off label'
- It has been shown that peripheral hypermetropic defocus does not contribute to increased myopia.

d is the correct answer. The opposite is true.

How many times is a 3.00D myope likely to develop myopic macular degeneration compared with a 1.00D myope?

- Three times
- Four times
- Five times
- Twice

b is the correct answer. Developing a retinal detachment is three times more likely.

Participants are advised that the GOC's Enhanced CET Principles and Requirements v4 document states that for text article CET questions: "A proportion of the questions should require the application of existing professional knowledge to determine the answer". This can include personal research online, or following up the article references.



Juggling priorities under lockdown

As I write this article at the start of May, I'm mindful that ABDO members won't be reading it until 1 June. I am wondering where the world will be then in relation to Covid-19. Hopefully well into the exit phase with life returning to normal, albeit a new normal.

Before Covid-19 hit, I was progressing with the following priorities:

- Dispensing opticians (DOs) refracting as a delegated function: meeting with our members, representative bodies and UK government eyecare leads to discuss how this will work in practice. Also discussing with the General Optical Council (GOC) and College of Optometrists (CoO) in line with the evolving needs with regard to service delivery throughout the UK
- Acquiring access to DOCET: Alex Webster, ABDO head of CET, and I met with the CoO in February and were given log-ins to go through the DOCET modules and list which content and learning objectives were relevant to DOs and contact lens opticians (CLOs) with only the need to acquire GOC approval for CET points to be awarded to DOs and CLOs. A meeting has been arranged for UK government eyecare leads, the Department of Health and Social Care and the CoO to discuss and confirm what needs to be done to allow DOs and CLOs full access. The meeting had been scheduled to take place in May
- National low vision provision in Scotland: waiting on working group to be established
- Special Schools project in England: finalising detail on proof of concept with regard to service specification and fees



Working with colleagues on an exit phase

- Review of enhanced services in England, utilising DOs/CLOs further to deliver these, including opportunities on healthy living opticians
- Coordinating a review of ABDO Advice and Guidelines

Since 10 March, I have been prioritising my workload in line with the Covid-19 situation therefore all work, including the priorities above, were put on hold. Due to the unprecedented situation, emergency regulations were required to be implemented to maintain the provision of eyecare throughout the UK as it went in to lockdown.

My priority was to ensure that DOs and CLOs were included in the new specifications to deliver these, working with colleagues throughout the UK to ensure all necessary measures were put in place as quickly as possible. That was the beginning of my new normal: weekly Zoom or Teams meetings with the GOC, CoO and representative bodies, as well as daily calls with Optometric Fees Negotiating Committee (OFNC) colleagues.

FOCUS ON MOVING FORWARDS

The first two priorities were to maintain the provision of eyecare within essential healthcare provisions and have all optical staff recognised as key workers to deliver this. Both were achieved throughout the UK. The next priorities were to influence the drafting of terms and conditions,

regulations and letters of preparedness on how eyecare was to be delivered during lockdown and acquire personal protective equipment (PPE) through NHS supply chains.

It was unanimously agreed that essential, urgent and emergency eyecare were required to be provided throughout the UK, albeit remotely where possible using telephone or video calls to triage. The NHS throughout the UK agreed that optical staff should be provided with PPE but unfortunately due to the lack of resource within their supply chain, it has been difficult to obtain this in some areas and optical practices have bought it themselves.

Conversations on redeployment of optical staff to secondary care have been led by NHS England (NHSE), which contacted ABDO and the CoO to provide feedback on various nursing tasks that could be undertaken by optometrists and DOs. Alicia Thompson, director of ABDO Exams, and I provided feedback on this for DOs and since then NHSE has published its redeployment paper, which lists a range of nursing tasks that can be delivered once relevant training is completed. I am also in discussions with the OFNC and the GOC on opportunities for redeployment to pharmacy. We hope both options will provide opportunities to members who are out of work.

Finally, I'm working with colleagues internally and throughout the UK to look at the exit phase and life after Covid-19. Initial talks include changes to business models to provide eyecare to shielded groups, to adapt practices to adhere to social distancing measures, and incorporate the use of PPE during the exit phase as well as the continued use of masks and possibly gloves, routinely, in the new normal when providing care to patients within a two metre radius.

Furthermore, in the new normal it is hoped that primary eyecare pathways throughout the UK will be developed to enable a further shift in the balance of care from secondary to primary to fully utilise the competencies of optometrists and DOs going forwards.

DEBBIE MCGILL is ABDO head of policy and public affairs.



DISPENSING CASES

Let me look into that

In CPD Part 2 (*Dispensing Optics* February 2020) Alex Webster explored the concept of writing up dispensing patient encounters as a form of reflection, or for discussion. In this article, Fiona Anderson presents a dispensing case that turned out to be more challenging than anticipated. Readers may wish to use it to reflect upon (or discuss) whether they would have followed a similar approach or done things differently.

DISPENSING HISTORY

Forgive me for feeling a little smug when a new patient entered the practice mid-morning asking for me by name, explaining that I had been recommended to him for his spectacles dispensing. He said he had always been seen privately by a local ophthalmologist due to being diagnosed with glaucoma some 15 years previously. Well, they say that pride comes before a fall...

We sat down to chat about his needs; he said he would like progressive lenses if possible but that he had "had a go" before but had "never really got on with them". I asked to see a copy of his prescription, and he presented me with the following:

Distance Rx

RE: +1.25DS/ -1.50 DC x 25 7Δ Base Down
LE: +2.00DS/ -1.75 DC x 170 3Δ Base Out

Near Rx

RE: +3.25DS/ -1.50 DC x 25 9Δ Base Down
LE: +4.00DS/ -1.75 DC x 170 1Δ Base In

Talk about a 'heart sinking moment'. With all the tact and decorum I could muster, I set about uncovering *all* of his needs.

Occupation: retired university lecturer.

Lifestyle and hobbies: travel, reading, walking, volunteers part-time with a charity and spends two to three days a week researching, preparing presentations and delivering them around the country for the charity.

History: The patient had previously tried progressive power lenses (PPLs) but had always found the reading area too small. Visual acuities (VAs) had never been that good, and he had suffered neck pain from having to tilt his head to see his computer screen. He was currently wearing distance single vision lenses with a separate prescription for near. This was not really adequate for

computer work, and he found having to swap spectacles irritating.

After a long discussion, we decided that the most pressing problem for him was his intermediate and near distance as he was spending a large amount of time on computers – including a desktop at home, a laptop for presentations and a tablet and smartphone whilst travelling.

Also, the patient had some reservations about his prescription, as the ophthalmologist had said there had been a change in the prism. Having not seen this patient before, I asked him to allow me to check his prescription in the trial frame in the consulting room, and outside for distance. He said it felt fairly comfortable; he had no diplopia, near was comfortable and his VAs were binocular 6/6 +2 N5.

I had no intermediate add noted on the prescription copy, so after discussing working distance, screen size and font size, we decided on an intermediate add of +1.00DS. He had a good range with this (45-80cm).

DISPENSE 1: AT CLOSE RANGE



FIGURE 1: WOLF EYEWEAR 4049

Frame: Wolf 4049 Grey 47 x 21 (Figure 1).

Lenses: Norville Versatile Office 1.6 Transitions Xtractive lenses in grey with a reflection free coating.

The patient had a large picture window to the side of his home office desk, hence ordering Xtractive lenses.

The frame was a really good fit on the patient's bridge. The crest sat very well and the boxed centre distance (BCD) at $47 + 21 = 68$ was exactly the pupillary distance (PD) for near. This would ensure no decentration and minimum substance to the lenses.

The lenses were ordered for the near prescription with full prismatic correction and degression specified, in this case -1.00. The full near add was prescribed as

+2.00DS, and we worked out the near add was +1.00 in the consulting room when I checked his VA. I also specified monocular fitting heights.

Because the patient required both horizontal and vertical prism, I wanted the ocular centre (OC) heights to be exact. So I fitted the frame before taking measurements and sending off for glazing. It was paramount that the patient would have the best possible VA with his spectacles.

DISPENSE 2: FROM A DISTANCE



FIGURE 2: WALTER & HERBERT DAVISON

Frame: Walter & Herbert Davison Nude 49 x 18 (**Figure 2**).
Lenses: Essilor Transitions 1.5 Xtractive grey with Sapphire coating for distance.

The lenses were ordered to the distance prescription with monocular centres and monocular heights. Again, due to the fact the patient required both horizontal and vertical prism, I wanted the OCs to be exact. Therefore, I fitted the frame before taking measurements and sending them off for glazing.

The patient returned about a fortnight later to collect his two pairs of spectacles. On trying on the distance pair and checking his VAs in the test room, he could see very well: 6/6+3 binocular. Initially, on trying the 'office' lenses he could see well.

After a slight adjustment and checking that the OCs and heights were in the required position, he could comfortably see N5 at 30cm and had a range of up to 100cm. At the latter distance, he could see N12 comfortably, which he was delighted with.

On collection, I went over the care of the spectacles, warranty on distance lenses and that, of course, the distance ones were for general wear and driving – and the others were for office and home use only. They were not for driving or walking around in.

About six weeks later, the patient returned. Sensing a pensive look on my face, he quickly reassured me that all was well, but that he was still experiencing a few problems when presenting from his laptop. If he had on his distance prescription, the audience were clear but not his screen or notes – and if he wore his 'office' spectacles, the screen and notes were great but he couldn't really see his audience.

So his request was: could he get a distance/intermediate pair of spectacles that weren't bifocals.

This very astute gentleman had obviously been consulting Dr Google...

We again discussed the main issue and agreed that distance and mid range were the main areas he needed clarity in. When presenting, there would often be a Q&A session and he needed to see if delegates had their hand raised to ask a question. Could I get him a PPL with intermediate? He really wasn't too bothered about near as he would only use these for presenting. I asked him to 'let me look into it' – meaning, of course, I really had no clue what I could offer him in PPL.

I did think – perhaps naively – that with the advent of freeform technology my quest might be easy. However, with a different prism for distance and near, and the actual amount of prism required, my choice would be quite restrictive.

Initially, my thoughts led me to one of the PPL lenses specifically weighted towards the intermediate zone, such as the plethora of driving lenses on the market (Essilor Road Pilot, Hoya En Route, Zeiss Drivewear), however, the prismatic correction was a problem being over six dioptres.

After speaking directly with Essilor, we decided to go with a compromise prescription, i.e. to only order the distance prism and to not incorporate the different prism for near as this would be impossible to do.

In the end, after more discussions with the patient we decided on a slight compromise: we would make the distance and intermediate zones of the lens the priority. If he was working at the computer, he would use his 'office' spectacles.

DISPENSE 3: PROGRESSING FORWARDS



FIGURE 3: MONCLER ML 5057

Frame: Moncler ML 5057 005 50 x 18 (**Figure 3**).
Lenses: Essilor Varilux Exceptio 1.67 Transitions 8 Grey with Sapphire.

As with all PPL dispensings, I fitted the frame prior to taking mono OCs and mono heights. The Exceptio lens is a 'special order' lens from Essilor that's manufactured in France and I was quoted up to four weeks for delivery. This lens is suitable for a high prescription and high prism so was ideal.

Once the spectacles arrived, I triple checked them on the focimeter and advised the patient they were here

and ready to collect. A collection appointment was duly made, but sadly on a Friday when I was not in practice. I spoke with the patient and advised him that I was happy for him to collect them anyway, as I had already fitted the frame and was confident in all the measurements I had taken.

However, I also pointed out that in the transit and fitting of the lenses, the final fit might be slightly different. Therefore, I was happy for him to collect them in my absence – but only on the understanding that he try them over the weekend and see me on the Monday to have everything checked.

He was again advised that his distance and intermediate vision should be good while reading might be less so, as we didn't have the full prismatic correction. So for prolonged tasks, his eyes may be fatigued. I also suggested that driving might best be left until I had checked VAs.

On Monday morning at 10am, he bounded into the practice, grinning from ear to ear. He told me that he hadn't taken the spectacles off since Friday and they were "fab". A very slight adjustment to the length-to-bend on the left side was required and then we were good to go.

You might think that was the end of the story. Well, no it wasn't actually. By way of a postscript, I was sitting on a flight from Heathrow to Aberdeen after attending a meeting in London and who should be sitting in the row beside me but the gentleman and his wife. They were

returning from a week in London visiting family and celebrating his 62nd birthday. And how did they celebrate? By buying a beautiful spectacle frame from a very trendy opticians in the city. He asked if I could fit them with his distance prescription for sunspecs.

DISPENSE 4: FUN IN THE SUN



FIGURE 4: TAVAT SOUPCAN PANTOS C8

Frame: Tavat Soupcan Pantos C8 Brown Havana 46 x 26 (Figure 4).

Lenses: Norville NuPolar Brown 15 per cent LTF with Reflection Free.

As before, I fitted the frame and specified mono OCs for horizontal and vertical to ensure centration was accurate. The frame size again was very good and the box centre distance (BCD) matched the distance PD of 72mm. Ensuring the BCD and PD match, or are close, means no or little decentration. This, in turn, means that the lens thickness and weight can be minimised which means better comfort and aesthetics for the patient.

On collection, the patient was delighted. He was hoping to go to walk part of the Camino de Santiago in Spain later in the year, and would be in need of effective sun protection.

It would be all too easy to shy away from a prescription such as this but as dispensing opticians this is where we excel and show our talents. None of us know everything and it is essential to have a good relationship with suppliers – both frame companies and lens laboratories – to ensure we investigate and source all possible solutions to suit our patients' needs. Often a phone call is all it takes. Hence the title, 'Let me look into that'.

FIONA ANDERSON BSC (HONS) FBDO R SMC (TECH) FEAOO is a past president of ABDO, an ABDO local lead for Scotland, and a director of Ythan Opticians in Ellon, Aberdeenshire.

Visit the Professional Development Toolbox area of the ABDO website in the CPD/CET pages for CPD resources, including writing up dispensing cases for review or reflection. Previous CPD articles in this series are also available there, to assist with understanding reflection and other CPD areas.

As ABDO head of CET, Alex Webster, suggests: "Reviewing cases with your practice team and other peers is a fantastic way for all to learn, but it may be you also want to consider sharing those unusual and challenging cases with the wider membership and submit a case to *Dispensing Optics* for consideration."

Email Alex Webster at awebster@abdo.org.uk for further information and guidance on submitting cases.

Coming up next in our CPD series, we will be exploring reflection and peer review of low vision patient encounters. As more and more of our everyday patients require advice, support and optical appliance and dispensing solutions to help with low vision issues, it is more important than ever that we are confident in applying our skills in this area and keeping up-to-date with what is available.



Going above and beyond

Who could have contemplated six months ago, that I would be writing this next update for the London region in the middle of a coronavirus pandemic and lockdown. There is no escaping the news and the huge devastating personal and economic consequences that we will face for months to come. Some of the things that once seemed important now seem irrelevant, at least for the time being.

Those working on the frontline of the NHS are making huge personal sacrifices to try and save lives. The responsibility falls on every individual to do their bit, even if that means just staying at home. The ABDO London regional team had set itself several goals at the start of 2020 – but for now these goals are changing or on hold.

I read somewhere that, 'We're not in the same boat, but we are in the same storm', and this sentence struck a chord with me. We might all be dispensing opticians, but our experience of the coronavirus pandemic will be very different.

AMAZING STORIES SHARED

I've spoken to many optical friends and colleagues in recent weeks and all have an individual story to tell. Some of us will be furloughed enjoying the time at home. Some of us will be embracing (or enduring) home schooling, and some will be looking at opportunities to volunteer or be redeployed in vital roles such as pharmacy support. Others, including myself, are still working the 'day job', working more hours than before, offering essential/urgent emergency eyecare via minor eye conditions services (MECS) or Covid-19 urgent eyecare services (CUES).

There are many amazing stories of DOs going above and beyond to deliver essential eyecare. We have been there helping our patients, repairing and supplying glasses to children being home schooled, ensuring keyworkers can continue to work when their glasses have broken and have offered advice and reassurance by video and telephone.

Delivering glasses and eyedrops to those who are vulnerable has become commonplace. Sometimes, we've been a listening ear to those who were lonely and needed to talk. Those who have needed us are eternally grateful and have been in no doubt that we are key workers offering an essential service.

Two ABDO London local leads told me how life has changed for them during the crisis. Independent practice owner Natasha Beckwood has been in practice every day along with her optometrist to deliver MECS and essential eyecare. This is mostly remote with the occasional face-to-face essential dispense or MECS emergency when necessary. She has spent the quieter time building relationships with the local networks of GPs, pharmacists, hospitals and other practices.



Natasha described how it has been a much more of a medical based environment: "It's good for the public to be reminded of what we do first and foremost other than the just being sellers of spectacles," she explained.

Local lead Jaysree Vasani has been busy running CET webinars along with Dan Williams to continue the Seeing Beyond the Eyes roadshows, an introduction to visual impairment. They've had fantastic engagement with 600 plus attendees worldwide.

Many of us will be thinking ahead for the time when routine face-to-face examinations resume. We are being warned that social distancing will be the new normal for months to come, possibly until a vaccine is rolled out. I've heard discussions about PPE, staff uniforms, lengths of appointments, changes to opening times, changes to practice layouts, screens for dispensing and reception desks and uses of technology.

Many of us will already have embraced video calling in recent weeks. Will iPads become the new norm for dispensing? Will browsing be a thing of the past? Will optical practice ever be the same again?

SAD LOSS TO COMMUNITY

I'd like to end my update by paying tribute to my local optical committee colleague and friend, Colin Collett, who sadly passed away recently. He was proud to be a dispensing optician and always made sure the views of the DOs he represented were heard offering many 'pearls of wisdom' over the years I knew him. He was well known to many in the optical world and will be sorely missed. My thoughts are with his family, friends and all at his practices.

Debbie McGill, head of policy and public affairs for ABDO, would also like to extend her condolences to Colin's family and friends on behalf of ABDO. Colin's support and input he gave to the ABDO regional team was very much valued, and we were very sorry to hear of his passing.

ABI PAGE FBDO is ABDO regional lead for London, and a director of Page & Small Opticians in South East London. Contact her by emailing apage@abdolondon.org.uk





Are you **hearing** me?

There is a rise in the number of optical practices taking hearing care into the array of services that they offer, and hearing services are increasingly present at optical trade shows. In this article you can read two case studies: learn how to make the most of integrating hearing care into your practice, and hear from a dispensing optician (DO) who is going one step further.

TURNKEY SOLUTION FOR BUSY PRACTICE

Nick Black is a director at BBR Optometry where he works as a DO with low vision and contact lens specialties. He explains how the practice decided to start offering hearing care services: "We had pondered hearing care for some time. There were a number of providers locally, so would it be an advantage or not?"

"One of the challenges we were conscious of was that we are a busy practice. Our primary concerns were staff time, also room capability. We had to consider what we needed to do to provide a service that would be comparable to other services that we offer, something in synergy with the rest of the business. Excellence is our



AUDIOLOGIST MARI SHERPHERD, WHO PRACTISES AT BBR OPTOMETRY

goal, with continual improvement and refinement.

"We had spoken to a number of businesses offering hearing care over a period of time including at Optrafair. We had a member of staff whose husband was an audiologist and had talked about putting him into the practice, but circumstances changed so that didn't transpire.

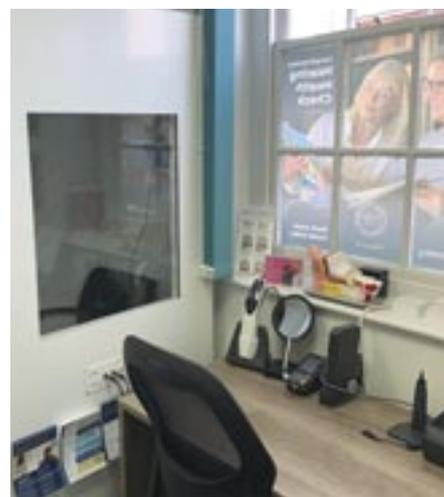
"At a similar time, we heard good things about the Hearing Care Partnership [THCP] and after discussions

with Ryan Leighton and Andrew Bridges, decided to go with them. They have a turnkey operation, and we needed to understand how that worked for us. THCP employs the audiologist, which made it painless. We had a dialogue so they knew what we needed. THCP reassured us and we could see it would be relatively straightforward, but only if we engaged with patients and staff."

With its relatively large practice, BBR Optometry started off with four days a



AUSTYN TIMONEY, BBR'S SECOND AUDIOLOGIST



BBR Optometry's hearing care room

week. This worked really well for two reasons, as Nick explains: "When the audiologist started, she wasn't busy immediately which gave us time to induct her into our values and processes. She understood exactly what we were doing. It then meant that she had time to spend with staff and show them what she could offer so staff had a better understanding of what they needed to know and how to communicate with prospective patients. They felt confident about what they were saying.

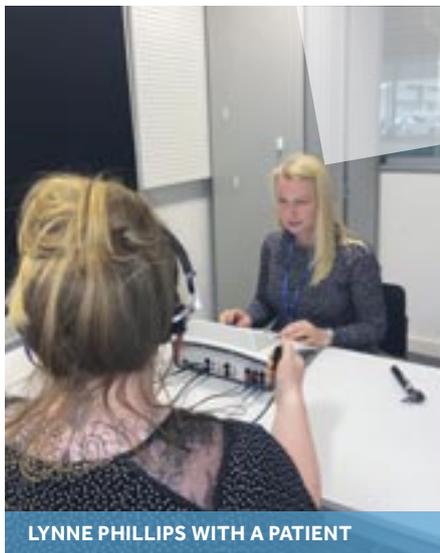
"The other point which we hadn't appreciated was our patient engagement. Our patients trust us. We saw such a positive wave of engagement of people who have hearing loss or perceived hearing loss and hadn't done anything about it.

"Men typically take 10 years from the start of hearing loss to doing something about it. We had people who hadn't known what to do about their hearing loss. With an established relationship with those patients, it was a profound experience to see people coming in and getting the help they needed. We had 7,000 patients who were in the target group for the service and because of the engagement we got, it took us nine months to reach out to all of them. When we sent a batch of letters the diary would just fill up."

The practice had a change in personnel last November, which gave it a slight hiatus. "With a new team of two audiologists on board, it has been absolutely a benefit to the practice," Nick continues. "We have a number of new people who have come to us as a result of hearing care being offered on site, and some of those have taken up eyecare too. We have a payment plan and there is a benefit to people engaging with that for both eyecare and hearing care.

"Eyelife entitles people to all the professional care, they can add in contact lenses and they get a benefit of a reduction on eyecare products. These people are very engaged in the practice, so we offered them hearing care benefits too. For new patients, the audiologist could talk about our eye services too and then hand people to another member of the team. There is a consistency of values and understanding. In each area, we can start any conversation with confidence and pass the baton.

"Since the Covid-19 outbreak, we have not been offering hearing care on site. They are directed centrally to THCP, which is dealing with queries and fielding concerns."



LYNNE PHILLIPS WITH A PATIENT

ON COURSE TO PROVIDE HEARING CARE

Lynne Phillips is a DO and retail manager at Specsavers Bellshill. She says: "I qualified as a DO four years ago through distance learning with ABDO College. While I was on the course, I was really encouraged to think about what I could do next. I love being a DO, and qualifying through distance learning really changed my life. It gave me confidence in myself and even helped me leave a toxic relationship – it totally empowered me."

Lynne had ambitions to run her own clinic but found her employer wasn't encouraging when she wanted to do the ABDO College low vision course. She explains: "I found it very demotivating when she told me I should be happy with being 'just a DO'. I love the case studies featured in *Dispensing Optics* magazine for 'Not just a DO' and I realised there wasn't room for progression in my old practice. So I moved stores, got a retail manager job and during my appraisal I



Lynne conducting a supervised hearing test

said I want my own clinic. The practice is a small store and when my boss suggested that I should opt for audiology I was shocked. I didn't want to stop being a DO, but she swiftly explained that I could do both so I took on the challenge."

Lynne applied to Queen Margaret's University in Edinburgh, and started her course in September 2019. She says: "The course is distance learning along with a week of classes in September, October, January and February. I had an exam in December and more in March. I'm already working with a supervisor doing hearing tests, looking in ears and learning otoscopy.

"Once I complete the first year, I will become a qualified hearing care assistant and can run clinics on my own. I will then go on to complete the second year to become a hearing aid dispenser. I'm getting on great and the DO course has stood me in good stead as I have practical experience, people skills and know more about physics and anatomy. I'm less worried about my exams this time round as I know I have succeeded at exams in the DO course."

Looking to the future, Lynne says: "Once I'm qualified, I will have to make decisions about my future. It would be tough to have to choose to do just audiology as I still love being a DO. My supervisor asked me whether I would want to be good at one thing or average at both: I'm going to aim to be good at both.

"My Specsavers store is small and there wouldn't be demand for a hearing aid clinic every day of the week. If I can run clinics one or two days a week, I can be on hand for hearing aid queries and repairs on the other days. I can also help other stores out. Qualifying as a hearing aid dispenser will give me many more options and increase in salary."

Lynne is also working on an ILM qualification in leadership and management. She says: "When my daughter had to write an essay at school about 'my hero', she wrote about me. I feel that I have turned my life around in the last few years, and becoming a hearing aid dispenser is a great continuation of my DO studies.

"As well as having my own clinic, I also want to pay it forward and hope that the work I do might change someone else's life. It is so rewarding to see someone happy with their hearing aid," Lynne adds.

ANTONIA CHITTY BSC (HONS), MA, MCOPTOM, MCIPR is ABDO head of communications and author of 20 books on business, health and special needs.



Bringing **ABDO** **excellence** to Ghana

It was a routine day for me as an ABDO examiner in the year 2012, when I was allocated to examine frame fittings and adjustments. A young man was my candidate. As the exam proceeded, he seemed unsure of some of the tools – but then seemed to work things out to achieve a pass.

LONG-DISTANCE LEARNING

After the exam, he asked me how he could get hold of the tools he had used as he hadn't seen them before. Why are you doing your PQE? What was your supervisor thinking of? These were the questions I just had to ask. It turned out that Prince Asenso had decided this ABDO course was just what he needed, and embarked on distance learning all the way from Ghana. He said he phoned his Mum when he arrived in the UK, not before he left, in case she worried.

As we were in the middle of an exam session, I jotted down his email address and said I would see what I could do. I did contact him, and over the years we have become good friends. It has taken Prince eight years to achieve his FBDO, and his own words tell of his experience.

Prince recalls: "I had researched many courses and finally found ABDO College on the internet. I had trained as an optical technician here in Ghana but wanted to improve my dispensing knowledge and skills. The ABDO course description seemed just what I wanted; I knew that having the ABDO qualification would give me an edge and improve my status in the optical profession. I began corresponding with the College through email and finally gained admission. That was a joyful day.

"There were huge challenges on my journey: financing for one thing, converting pounds sterling to Ghana Cedi – then realising I would need to take out bank loans to fund not only the course, but flights and exams fees. Some years I could not afford to travel to the UK.

"Secondly was the mode of tuition; this was certainly distance learning. I also realised the course content was so deep that it compares to optometry training here. Having to get someone to explain certain technical stuff was a real challenge. I had to battle so much with the content, especially in advanced ophthalmic dispensing and optics, in order to understand the basic principles.

"My aim is to bring ABDO excellence to the Ghanaian populace. I have introduced an ophthalmic dispensing course at a private university in Ghana and it's the first in the country to train opticians to a degree level. I still have the challenge of providing equipment and tools, but I have the determination to overcome problems and succeed."



Prince Asenso with his family

PROUD ACHIEVEMENTS

Prince is a modest chap, so I will 'blow his trumpet' for him. He works at the Eastern Regional Hospital in Koforidua, assisting the ophthalmology team with dispensing and low vision. He has created his own private practice and is very active in Ghana's optical professional and clinical bodies. He was elected as the president of the Opticians Association of Ghana, and has taken part in television promotions concerning eye health. Moving forward, as he mentioned, he has set up an optical school for ophthalmic dispensing.

There is a saying that behind every successful man, there is a woman. This has to be true, as Orfoiwaa must be the most understanding and gracious wife, even having to deliver their first son while Prince was in the UK doing his PQE. There are now three sons who are very proud of their Dad.

Throughout Prince's longer than usual journey, I have been amazed by his determination and hard work – despite not always having the best internet or electrical connections that would test the best of us, never mind trying to understand Mo Jalie's Ophthalmic Lenses without the benefit of a supervisor always on hand.

Prince's FBDO qualification will give him well deserved appreciation by his peers and assist his desire to improve eyecare in his country. We keep in touch, and I am proud to say that it has been my privilege to befriend the first FBDO in Ghana.

ANNETTE BALL FBDO (HONS) LVA has provided low vision clinics to her local NHS hospital for the last 10 years. She also manages an independent practice in Hunstanton, Norfolk. This year she retired as an ABDO examiner for dispensing and low vision.



SUMMER SHARING TOOLS



Do you promote eyecare and eyewear via your practice social media? In June, EyecareFAQ has lots more ideas and inspiration for you to share. Topics include glaucoma and sports eyewear for children. Check out a mix of infographics, postcard graphics, jargon busters, FAQs, eye facts and the new EyecareFAQ Alphabet.

If you missed last month's content, check back on the EyecareFAQ social media channels for an infographic, FAQ and jargon buster about sunglasses and postcard images on cataract.

All the EyecareFAQ graphics and information are available to share free of charge as a benefit of ABDO membership: www.abdo.org.uk/eyecarefaq-resources-for-members

Questions and answers on more eyecare and eyewear to share with your patients can be found at

www.abdo.org.uk/information-for-the-public/eyecarefaq

Don't forget: you can find EyecareFAQ on the ABDO website, Facebook, Twitter, Pinterest and Instagram.

THIS MONTH'S PRIZE COCOA MINT SUNWEAR

eyespace



This month's prize is a pair of stunning Cocoa Mint sunglasses from Eyespace. Choose from CMS 2066 C1 Rose Tortoiseshell (shown) or C2 Tortoiseshell.

To enter, email your answer to the question below – by 23:59 Friday 26 June 2020 – to competitions@abdo.org.uk, with 'June Competition Corner' as the subject. Please include your name and membership number.

Q: What embellishment does CMS 2066 feature?

The winner will be notified by Friday 3 July 2020, and announced in the August issue. Good luck!

Congrats to our April competition winner: Agnes Wroblewska.

For competition T&Cs, visit 'June Competition Corner' in the Features section of DO Online.

BUSINESS BITES

abdo | BUSINESS
SUPPORT HUB

INSPIRE YOUR TEAM TO ACHIEVE GREAT THINGS

Sometimes it can be hard to see the next step, but investing in your team will give great returns.

Here are some ideas to help you motivate your team:

- With a wider variety of courses and modes of study available than ever before, it is easy to find the next step for each individual, whether they want to dip a toe in the water and study for an optical assistant qualification, or want to commit to training to become a dispensing optician
- Get the new ABDO College prospectus and leave it in the staff room or coffee area
- Review the leadership and management training needs too. More information can be found here: www.abdo.org.uk/dashboard/business-hub/mlt/
- Focus on potential study, career and personal development goals
- Review your training plans and budget. What does the practice need, and how can you train up current staff to meet those needs?
- Have one-to-ones with staff where you find out their ambitions and outline some options. Discover what motivates your team member
- Ask team members to run training sessions for the others covering something they have learnt



Help staff learn about opportunities in optics

- Help staff learn about the wider opportunities in optics. This might mean taking the whole team to a national optical exhibition or arranging a visit to a glazing lab or manufacturer. Understanding the bigger picture can help people stay motivated and see how their involvement in the world of optics can continue to grow
- Celebrate success. If someone passes their exams, make sure that the whole team celebrates

Visit the Teams section of the ABDO Business Support Hub, then follow the links to find out more about looking after your staff. Each section provides a few short tips for quick wins, and longer articles to enable you to learn about each topic in more depth.

Management Essentials

ABDO NRC

15 September 2020
(9am-5pm)

This one-day event exclusive to ABDO members will empower managers to improve their own and their team's performance, and the overall customer experience. Cost is £120 pp incl. lunch and refreshments.

Book at abdo.org.uk/ManagementEssentials

Do you have a burning question?

From 2020, we are opening up our regular FAQ column to cover all topics relevant to members in everyday practice. For example:

- Do you have a query about CET or CPD? Send it in.
- Do you have a business or management query? Let us hear it.
- Not sure about a policy issue? Let our experts clear it up.
- Do you have an HR issue? Maybe we can help.

All FAQs submitted will be reviewed and considered by an expert in the relevant field, for publication in a future issue of *Dispensing Optics* and on *DO Online (members only)*. Contributors may choose to remain anonymous on publication.

Email your FAQs to ncollinson@abdo.uk.com, along with your full name, address and membership number.

FAQs are for questions of general interest. If you have a personal query about your membership, please email membership@abdo.org.uk

To place an advert, telephone 0781 273 4717 or email ncollinson@abdo.uk.com. Booking deadline for the July issue is Wednesday 10 June. *Special rate for ABDO members.* Visit *DO Online* to place your online jobs vacancies, as well as practices for sale



Ever dreamed of owning **YOUR OWN PRACTICE?**

If owning your own practice has been something you've ever given serious thought to, join us at the **ABDO "Become an Independent Optician" twilight session.**

This informal gathering is the perfect opportunity to network, share ideas and hear from independent practice owners about the key to their business success as well as speaking with organisations and businesses that support the independent optician sector.

There will be a session covering different routes to becoming an independent optician and another talk about ways to finance your new business.

The organisations and businesses attending will include - *AIO, SightCare, NEG, Eyeplan, Myers La Roche, Performance Finance and Specs Network.*

Don't miss this great opportunity to find out more about being an independent optician.

NRC | Birmingham
NATIONAL RESOURCE CENTRE

WHERE: ABDO National Resource Centre, Aqueous II, Aston Cross Business Village, Birmingham. B6 5RQ

WHEN: WED 30th SEPTEMBER 2020
3.00pm - 7.45pm

NOTE: There is no charge to attend this event and refreshments will be provided but places are strictly limited so book early to guarantee your place.

BSc (Hons) Vision Science

Upgrade your diploma to a degree while you work

ABDO College in conjunction with Canterbury Christ Church University (CCCU) now offers the BSc (Hons) in Vision Science. Designed for fully qualified dispensing opticians who want a profession specific degree and graduate skills that can be applied to the workplace, this is a unique opportunity for you to 'top-up' your FBDO diploma to a degree whilst still working in practice.

- Online distance learning via CCCU's Virtual Learning Environment.
- Study at a time that suits you.
- No travel or accommodation costs, no books to buy, no exams to take.
- Flexible timeframe – from 18 months up to three years.
- Mix of assessments, essays, poster, leaflet, case study, workplace project.
- Three compulsory modules and three optional modules from a list which includes contact lenses and low vision.

You need to have the ABDO Level 6 Diploma in Ophthalmic Dispensing (FBDO) qualification and current ABDO membership to apply.

For more details and to apply:

visit www.abdocollege.org.uk

call **01227 738 829 (Option 1)**

or email info@abdocollege.org.uk

Applications close: 2nd August 2020



Are you making the most of **your ABDO membership?**

As well as money saving benefits and rewards your ABDO membership provides services that could help you during these challenging times.

HELP FOR ABDO MEMBERS

Members counselling helpline

Open 24 hours a day, talk to a qualified counsellor about anything that is worrying you - from debt to stress, redundancy to bereavement. Just call 0333 000 2082

Benevolent Fund

The ABDO Benevolent Fund provides support to its members, past and present (or their dependants) who are in severe financial difficulties due to an unforeseen change of circumstances such as redundancy, bereavement, illness, relationship breakdown etc. To apply contact: Jane Burnand - jburnand@abdolondon.org.uk



Go to abdo.org.uk for more details

ABDO MEMBER BENEFITS INCLUDE:

- Professional indemnity insurance
- Personal accident cover
- Helplines - FREE 24-hour service
- CET
- *Dispensing Optics*
- Access to selected British Standards
- Cashback on everyday purchases
- Member benefit plans with HMCA
- Access to over 3,000 health clubs, gyms and leisure centres
- Savings on all your travel needs
- 17% off worldwide attraction tickets
- Totum card powered by NUS Extra
- Save 20% on Columbus Direct travel insurance policies
- Mobile phones on the best rates available from EE
- Savings on Apple products
- Membership of the International Opticians Association
- Advice and Guidelines

* Terms and conditions apply to all benefits. The Fabyouless Card is a purchasable benefit. Some ABDO Membership benefits are arranged and managed through Parliament Hill and some arranged through ABDO, please see website for details. The ABDO membership benefits web page is managed and run on behalf of ABDO by Parliament Hill Ltd. Offers are subject to change without notice. All offers correct at time of going to print.

