

## SPSO decision report

**Case:** 201508856, An Optician in the Grampian NHS Board area  
**Sector:** health  
**Subject:** communication / staff attitude / dignity / confidentiality  
**Outcome:** not upheld, no recommendations

### Summary

Following eye surgery, Mrs A was referred to an optometry practice by her consultant ophthalmologist to be fitted with a corneoscleral lens (a large diameter rigid contact lens) on her right eye to assist with eye moisture retention. Mrs A attended an appointment to be provided with instruction on the use and care of the lens which involved the use of a lens cleaning and disinfecting solution. At the end of the consultation Mrs A purchased the solution from the practice's reception.

Mrs A later used the solution, which is peroxide based, in its unneutralised state and suffered pain, inflammation and damage to the eye and the surrounding skin. Mr C complained on behalf of Mrs A (his wife) that the optometry practice had failed to ensure Mrs A was provided with an appropriate lens care regime and instructions on how to use the lens safely.

We obtained independent advice from an optometrist. The adviser said that what had happened in Mrs A's case been brought about by her misunderstanding of the correct contact lens cleaning regime which had led to her erroneously applying the solution to the lens in the pre-neutralised state just prior to insertion into the eye. The adviser found no evidence that what occurred had been due to failings in the advice and treatment Mrs A received from the optometry practice. The adviser said the advice and treatment they provided had been appropriate. We accepted this advice and did not uphold the complaint.