

KATY AND THE EYE TEST

ASK FOR EVIDENCE 

Sometimes we receive advice we're not sure about. Katy was told by a salesperson that she needed new glasses, even though the optician hadn't mentioned that during her consultation. So she decided to #AskforEvidence. Here's her story...

WHAT WAS THE CLAIM?

Following an eye test at Vision Express, I was informed that although my level of myopia had not changed, there was a very small degree of astigmatism in one eye that was not corrected for in my current glasses. I was then passed from the optician to the sales team, who asked me if I would like to buy new glasses. I chose not to because I was happy with my current frames and there was no difference in prescription in terms of the strength of the lenses required. I informed the salesperson of my decision and was told that this was my choice but that my eyesight would "get worse" (the salesperson was not specific about how) if I did not buy new glasses that were corrected for astigmatism.

WHERE DID YOU SEE/HEAR IT?

From a salesperson at Vision Express.

WHO DID YOU ASK? WHAT DID YOU ASK?

I wrote to customer service at Vision Express to ask for the evidence behind this claim.

WHAT WAS THE RESPONSE?

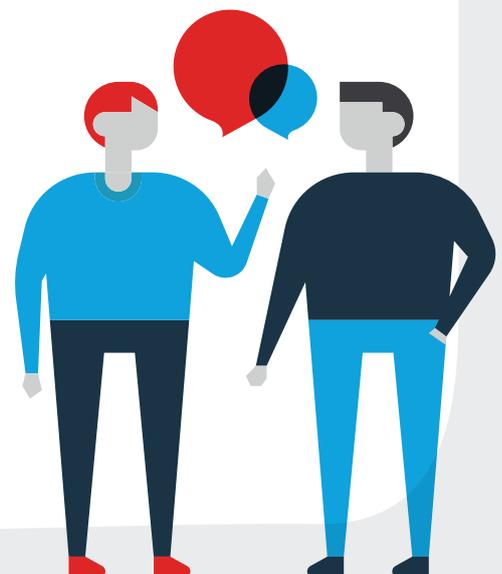
I was pleasantly surprised by the response I received:

"I can confirm that there is currently no clinical evidence that would suggest that your vision would deteriorate if you were not wearing the most up to date prescription. The exception to this is for children under the age of eight."

The reply from Vision Express went on to say that a full investigation will be carried out at the store I visited and training given if required.

HAPPY? UNHAPPY?

Happy!



"Ask for Evidence"



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