



4 March 2021

Dear Ms Saunders

Regulation 28 report – John Berrow (deceased)

Your letter of 7 January 2021 enclosing your Regulation 28 report has been forward to me as the Professional Services Consultant for Specsavers. I write on behalf of the Specsavers Optical Group to respond to the matters raised in your report.

Firstly, I would like to offer my condolences to Mr Berrow's family for their loss.

So far as reference tools and clinical manuals are concerned, we do not provide paper textbooks and manuals within the stores as these will become out-of-date – however, computers are provided and staff are able to access clinical evidence, guidance, journals and optometry textbooks via the College of Optometrists website. This has the benefit of being up-to-date. Staff also have access to peers and more senior colleagues within the store or through the professional services team, which can give advice. My understanding is that the optometrist accessed the publically available local referral guidelines online to ensure that he followed the current, up-to-date referral guidelines. Each area will have its own guidelines.

This was an unusual presentation. We appreciate the importance of sharing experience and learning across the Company. We are liaising with Specsavers Professional Training team to commission a specialist optometrist or neuro-ophthalmologist to deliver training materials (concentrating on this topic) which will be recorded and disseminated via an online webinar or other similar mechanism which will be available to all Professional staff within the Company. We also hope to make the training available for the wider optical community outside the Company so that there is an opportunity for non-Specsavers practitioners to learn any and all matters arising out of Mr Berrow's sad death.

If I can provide any further information, please do not hesitate to contact me.

Yours sincerely

Dr [REDACTED]
Professional Services Consultant