



Frequently Asked Questions by Parents

Why has the school used School Health Check to deliver this screening service?

School Health Check is a UK registered company that delivers children's health screening in private schools in the UK (Company No 12687992).

Jaheed Khan BSc MBBS MD FRCOphth is a UK Consultant Ophthalmologist from the world renowned Moorfields Eye Hospital, London, who is CEO and Managing Director of School Health Check Ltd.

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Reshma Pattani BSc MSc is a specialist UK optometrist who works at Moorfields Eye Hospital and Great Ormond Street Hospital and is a co-founder of School Health Check.

Together these specialists have over 40 years of combined experience managing complex eye and ear conditions and have recently created a unique and highly efficient system for checking children's health screening in independent schools.

The company delivers a highly efficient and streamlined booking, consenting, payment and reporting pathway that your school may not have been able to develop internally.

School Health Check uses local specialist testers with state of the art technology to check for vision and hearing issues.

What is the money back guarantee offered by School Health Check?

School Health Check will offer an immediate full refund to any parent who is unhappy with any aspect of our service. We offer immediate refunds for any parent whose child was not tested (absent from school, unavailable on the day etc).

School Health Check is happy to answer any queries about the screening service or deal with any complaints about any issue directly. We would prefer that you did not contact the school or school nurse unnecessarily over issues that we can help with.

What is the age range you will offer your service to?

We offer all our services from 3 to 11 years of age. The school will provide details of which year groups will be tested and when.



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Who will be responsible to bring all the students and coordinate the groups? Will there be an allocated person for this?

A member of school staff on the day will collect your child from their class and bring to the testing room. The testing should take no more than 10 minutes for vision and 10 minutes for hearing.

Is the cost of the service to parents negotiable?

The cost of our service is fixed to parents. We feel that the fixed price cost reflects good value for money given the ease of convenience to get their child tested quickly and efficiently at school.

Does School Health Check comply with GDPR guidelines?

Yes. All our information entered by parents when booking is secure on our website according to GDPR regulation in the UK. All consent forms are securely uploaded to SignNow. We hold no identifiable parent or child data in the form of paper records as all our testing data is held securely on our Thomson Screening Software. All our reporting is done via our secure parental portal on schoolhealthcheck.org

Does School Health Check have insurance cover for its business?

School Health Check has full employer's liability insurance cover.

All our testers have professional medical indemnity insurance which covers them to work at multiple sites.

All our testers have individual DBS Enhanced Clearance certification.

Is the screening cost covered by medical insurance?

Generally any form of health screening is not usually covered by medical insurance policies as it does not fall under the treatment of acute conditions most policies allow for.

What does the vision test include?

A measurement of distance vision in each eye using a computerised vision chart.

Is the vision test a substitute for a full eye test?

No, vision screening is not a substitute for a full eye test you get at an optometrist and we always recommend that parents take their child for a full eye examination every 2 years.



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What if a child does not pass the test? Does that child have a re-test?

There are many reasons why a child may not pass the test - it may be a lack of concentration for example. We always reassure parents that this service is designed to be very sensitive in order not to miss any issues and that further evaluation in a secondary care setting is always sensible. We cannot retest children in the school setting yet.

What does the hearing test include?

We use pure tone audiometry. The system tests 1kHz, 2kHz, 4kHz and 500Hz at a threshold set by our audiologist - we test all frequencies at 25 dB, but we can go as low as 20dB or up to 30dB. We can also use puretone or warble presentation. Each sound is presented at least twice, if one of them is a fail, it will be presented again. You need 2 passes for the overall result to be passed. We also present some random "no sound" checks to filter out anyone simply guessing.

Can you test vision and hearing all on the same day?

Yes, we can test both services on one day if the school has agreed to co-ordinate this.

How soon will parents receive their children's testing results?

Parents will receive an email prompt 5 working days after testing day to inform them that their child's result has been uploaded to the Parent Portal on our website schoolhealthcheck.org

The parent needs to login using the email address and password created when they first booked and registered their child for testing to download their child's report.

Does the school have access to the results?

The school will not have access to the individual results as the information is confidential and sensitive to the parent who booked the service. There is an option on our website to opt-in and allow us to share your child's results with the school only if you explicitly agree. We strongly encourage our parents to discuss any results with the school nurse as they can support their child.

We do provide an overall report to the school outlining how many children were tested for each service and what the pass/fail rate was for the school.

How accurate is the testing?

Vision screening in schools is accurate. Over 90% of children who pass the test are true passes. Studies have shown that 7.8% of children may pass the test but actually have a problem (false passes).

Hearing screening in schools is accurate. Over 89% of children who pass the test are true passes. Studies have shown that 5 to 6% of children may pass the test but actually have a problem (false passes) which is usually mild.

We hope that we have answered most of your questions but please feel free to email me directly at **info@schoolhealthcheck.org** if you have any other queries or ring us on **0208 050 5968**.

Best wishes

Jaheed and Reshma



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schoolhealthcheck.org
'No child missed'