



August 2019

Dear Lions

During the last Lionistic year clubs were asked to participate in a short survey to help the Management Committee of Lions Brightsight to improve how we do things.

Just for the record, 41 Clubs and 1 Leo Club participated and 45 questionnaires were received. In case you're wondering about our maths ... 3 clubs each submitted 2 replies.

We listened and decided to shake things up a bit.

We started working on rejuvenating our MD Flagship Project and at the MD Convention in April 2019 we announced our new name and sleek new logo. If you haven't heard yet, we are now known as Lions Brightsight.

We also updated our webpage and linked it to the Multiple District website. www.lionsbrightsight.co.za

You raised the following concerns and we listened-

Submission of Scripts: We heard you say the current system needed improvement and that some felt it was an out dated way of doing things.

We listened - A new online system on our webpage has been set up for the submission of scripts.

Feedback: We heard you say that you would like feedback when scripts are submitted.

We listened - All scripts submitted through the online system will receive an acknowledgment. So you will know that it's been received and is being processed. If there are any problems with the script you will be contacted.

Accounts: We heard you saying a better system was needed.

We listened - We are now a registered user with Sage One and the new system will go live during the first half of this Lionistic year. This will also resolve your request to include the patients name on the invoice.

Specials & Promotions: We heard you say you enjoyed the Challenge and that you want more.

We listened - White Cane Day (October) was launched at the MD Convention and we've put together an amazing package for you to use as a Sight event.

Deliveries: We heard you when you told us you weren't too happy with the current method of delivery as this caused delays in turnaround time.

We listened and are proud to announce that Seabourne Express have most generously undertaken to provide a courier service. An added feature is that you will receive a tracking number and will be able to track your parcel online. Seabourne Express will deliver to business addresses during office hours.

Info Bulletins & Communications: We heard that you were happy with the increased communications but that we weren't always clear on what we were saying.

We listened and will try better. We have a dedicated email address manco@brightsight.co.za and we encourage you to contact us. We are also in the process of setting up our own Brightsight Facebook page that will allow for improved sharing of news and more interaction.

Other points you raised include pricing; staff training and the clinic facility are being investigated and will take a little bit longer to resolve.

To help with communication, new email addresses have been set up and linked where necessary. These are:-

manager@lionsbrightsight.co.za – for all general queries and;
administration@lionsbrightsight.co.za – use this address for account queries

Behind the scenes we have been busy upgrading the offices and facilities.

As with all great changes, there could be a few gremlins that creep in and we ask that you please be patient with us and be gentle when you point out our errors. We are going through a learning curve.

The Management Committee remains unchanged from 2018-2019 year and comprises the following members who remain dedicated to our vision of Spectacles for All:

PDG Pierre Theron (Chairman)
DC Lindie van Wyk (Secretary)
PDG Malcolm Johnston (Treasurer)
PCC Cliff Hocking
PDG Nick Maré
L Beaulieu Maré
L Peter Daniel
L Donovan Henri
L David McCullough



**LIONS
BRIGHTSIGHT**
A Multiple District 410 Project



PRICING
SCREENING / EYE TEST R80.00

**SINGLE VISION SPECTACLES
(DISTANCE OR READER)
FROM R200 PER PAIR**

**BIFOCAL
FROM R500 PER PAIR**

**MULTIFOCAL
FROM R700 PER PAIR**

**ADDITIONAL COSTS APPLICABLE FOR
HIGH SCRIPTS AND SPECIAL LENSES eg TINTS ETC**