**Quality in Optometry (QiO) 2019/2022**

**Shared Learning & Best Practice**

QiO is a support system used by ophthalmic contractors to demonstrate contract compliance with General Ophthalmic Services (GOS). Every 3 years Contractors are required to download the checklist of questions and submit their responses on the QiO website. From the visits that took place in 2022 the main learning and best practice points were:

* **Notifying NHS Business Services Authority (NHS BSA) about changes to the contract:** If contractors wish to make variations to their GOS contract (e.g. change to opening hours, change to GOS hours, change of director, relocation of premises, termination of contract) this must be done through the NHS BSA. 3 months notice should be given to NHS BSA.
* **Unable to fulfil contracted GOS hours**: if a contractor is unable to fulfil their contracted GOS hours they must inform the South West Collaborative Commissioning Hub.
* **Ensuring patients are given a** **written copy of their referral if a referral is made following their eye examination**: During some visits it was found that not all contractors were giving patients a written copy of their referral if a referral was made following their eye examination. The General Optical Council (GOC) requires written advice for the reason for referral to be given to the patient. Printing out the referral and issuing a copy to the patient is expected but a hand- written note on the spectacle prescription that is issued after testing their eyes is acceptable.
* **Displaying documentation:**  During some visits some documentation such as the notice of eligibility for NHS eye examination, NHS voucher and NHS complaints and the Health & Safety poster were not populated as necessary and not displayed.
* **Chaperone Policy:** The chaperone policy informing patients that the service is available should be prominently displayed and reviewed regularly.
* **First Aid Kits:** To help support health and safety processes,we recommended an annual check is done on first aid kits to ensure all contents are kept up to date.
* **Safeguarding Contacts:** During visits it was found that safeguarding details weren’t always up to date. Best practice would be to ensure staff have access to up to date safeguarding contacts for the area, a way to do this can be by using the NHS App or online tool. A link to this tool is as follows:

<http://www.myguideapps.com/nhs_safeguarding/default/>

**Useful contacts:**

* **Contract applications, terminations and variations:** All applications for a GOS mandatory and/or additional contract, variations to existing contracts and termination of contracts are processed by NHS BSA. 3months notice should be given. The necessary forms can be obtained from the NHS BSA:

**Website:** <https://www.nhsbsa.nhs.uk/provider-assurance-ophthalmic>

**Email:** [nhsbsa.pao-contractadmin@nhsbsa.nhs.uk](mailto:nhsbsa.pao-contractadmin@nhsbsa.nhs.uk)

* **Unplanned Closures:** In the event of not being able to fulfil their contracted GOS hours the contractor must advise the South West Collaborative Commissioning Hub

**Email:** [england.optometrysouthwest@nhs.net](mailto:england.optometrysouthwest@nhs.net)

* **Payments**: Primary Care Support England (PCSE) provides the following services:

Ophthalmic Payments – Administrating monthly payments of GOS forms, processing Continuing Education and Training (CET) payments, deducting Local Optical Committee levies.

Performers List – Administering entry and changes to Performers Lists on behalf of NHS England

Supplies – Providing NHS stationery, pre-printed forms,

Contact details for PCSE:

Website: [www.pcse.england.nhs.uk/organisations/opticians-and-ophthalmic-practices/](http://www.pcse.england.nhs.uk/organisations/opticians-and-ophthalmic-practices/)

Email: [pcse.rltophthalmic@nhs.net](mailto:pcse.rltophthalmic@nhs.net)

* **NHS Email Accounts:** NHS email accounts are not a contractual requirement but they are strongly encouraged to enable the secure transfer of patient identifiable information. If you require either a generic or personal NHS email account you can contact the NHS BSA to request this via the following link: <https://forms.office.com/r/SzaDjwpZxM>

For assistance with unlocking your NHS email account please call 0333 200 1133 or email [helpdesk@nhs.net](mailto:helpdesk@nhs.net)

* **Safeguarding contacts:** Link to NHS England safeguarding website and up to date safeguarding contacts for your region.
* <http://www.myguideapps.com/nhs_safeguarding/default/>
* **Reporting NHS Fraud**

You can report fraud against the NHS in England and Wales by using the online reporting form via [Report NHS fraud](https://cfa.nhs.uk/reportfraud) or by calling the freephone line 0800 028 4060 (available 24/7).

* **South West Collaborative Commissioning Hub** **Ophthalmic Contract Management Team.** Contact information:

Email: [england.optometrysouthwest@nhs.net](mailto:england.optometrysouthwest@nhs.net)

Website [www.england.nhs.uk/south/info-professional](http://www.england.nhs.uk/south/info-professional/)

* **Links to Local Optical Committees (LOC)**

The LOCs are there to help and advise optical contractors in all GOS matters and to improve optical services to the local population in your area.

* [Avon LOC](http://www.avonloc.co.uk/)
* [Cornwall LOC](http://www.cornwalleyecare.co.uk/)
* [Devon LOC](http://www.devonloc.co.uk/)
* [Dorset LOC](http://www.dorsetloc.org/)
* [Gloucestershire LOC](http://www.glosloc.co.uk/)
* [Somerset LOC](http://www.somerseteyecare.co.uk/)
* [Swindon & Wiltshire LOC](http://www.wiltshireloc.org.uk/)