NHS South West Collaborative Commissioning Hub

January 2024

Optometry Bulletin

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Email Correspondence – Signature Details

Please can you ensure when communicating with the South West Optometry Team you include the following details within your correspondence to help us with responding to your enquiry - Contact Name, Name of Contractor, ODS code. Thank you.

Business Continuity Plan

Please can we remind contractors of the need for a business continuity plan and ensure that this is reviewed in advance of any inclement weather that may disrupt services.

Guidance for Risk Assessment & Infection Prevention & Control in Healthcare

PRN01102 - Guidance for Risk Assessment and Infection Prevention and Control Measures for Measles in Healthcare Settings which was shared via email on 19th Janauary 2024 .

Please be advised that there have been minor amendments to the guidance after feedback, circulated via email on 25th January 2024, as below:

•  on page 3 where ‘18’ days has been changed to ‘21’ to reflect updated UKHSA advice.

•  on page 7 section 2.4 where a deletion has been made – ‘exclusion period (minimum 9 days (4 days prior to rash onset and 4 full days after rash onset, where day 0 is the date of onset of rash).’

The updated guidance can be found here: [https://www.england.nhs.uk/long-read/guidance-for-risk-assessment-and-infection-prevention-and-control-measures-for-measles-in-healthcare-settings/](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.england.nhs.uk%2Flong-read%2Fguidance-for-risk-assessment-and-infection-prevention-and-control-measures-for-measles-in-healthcare-settings%2F&data=05%7C02%7Cengland.optometrysouthwest%40nhs.net%7Cc10244b0e6b344792d9e08dc1d977f7a%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638417783740144873%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=om0Vers6qv9yR2scK0avVfaQoHawtoXfzdahAKyeOpc%3D&reserved=0)

Guidance to Support HC2 Applicatiom for Asylum Seekers

This is to notify you that the [**Guidance to support HC2 application for asylum seekers**](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.england.nhs.uk%2Flong-read%2Fguidance-to-support-hc2-application-for-asylum-seekers%2F&data=05%7C02%7Cengland.optometrysouthwest%40nhs.net%7C82377f7e182e4cdddf4308dc13684b4d%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638406585867384422%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=kQvkk3AIy9mqL3J0YL1f0hH%2FpbDj3JIBVLd1fIQPJ9E%3D&reserved=0)is now published. It is aimed at professionals supporting asylum seekers around access to healthcare and prescriptions. No one organisation is commissioned to specifically support individuals seeking asylum to complete the HC1 forms, however, often support is needed, and this guidance has been produced to assist those professionals who are providing this.

A [HC2 certificate](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.nhsbsa.nhs.uk%2Fnhs-low-income-scheme%2Fhc2-certificates-full-help-health-costs&data=05%7C02%7Cengland.optometrysouthwest%40nhs.net%7C82377f7e182e4cdddf4308dc13684b4d%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638406585867384422%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=Cr%2BXbewCr%2FTZ6l6XJDHOVuzrAb%2FkzaqfJUj9i7Q9DlM%3D&reserved=0) entitles individuals to free NHS prescriptions, dental treatment, wigs and fabric support, sight tests, vouchers towards the cost of glasses or contact lenses, and necessary travel costs to and from hospital for NHS treatment under the care of a consultant.

It is normal in the UK for those under the age of 60 to have to pay for prescriptions, eye tests and dental care. However, those who have low, or no income are eligible to apply for an HC2 certificate by completing a HC1 form. Anyone, regardless of their immigration status, can apply for this.

Please use the link to access and read the [**Guidance to support HC2 application for asylum seekers**](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.england.nhs.uk%2Flong-read%2Fguidance-to-support-hc2-application-for-asylum-seekers%2F&data=05%7C02%7Cengland.optometrysouthwest%40nhs.net%7C82377f7e182e4cdddf4308dc13684b4d%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638406585867384422%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=kQvkk3AIy9mqL3J0YL1f0hH%2FpbDj3JIBVLd1fIQPJ9E%3D&reserved=0)

Temporary Changes to Hours

Please can you email us with full details if you are unable to fulfil your contracted GOS hours.Please email any changes to [england.optometrysouthwest@nhs.net](mailto:england.optometrysouthwest@nhs.net)

Performers List Queries

If you have any queries regarding inclusion on the performers list for the South West please contact [england.southwestperformerslist@nhs.net](mailto:england.southwestperformerslist@nhs.net) where the team will be able to support.

Reinforced Autoclaved Aerated Concrete (RAAC) in Estate Used by the NHS

You may or may not have been aware of the attached guidance in relation to reinforced autoclaved aerated concrete (RAAC) in estate used by the NHS (see attached).

Contractors have an obligation to provide premises for the delivery of services that are safe, fit for purpose and compliant to enable service delivery. Therefore contractors need to be content that no structural issues are present that will impact delivery or put staff or patients at risk of harm.

If RAAC is found, then it will be dependent on the Structural Engineer report and recommendations for any remedial work required, mitigations to put in place (including if required, temporary accommodation) and impact on the premises. As this impacts on the ability to deliver the services set out in the contract, you need to advise us (via [england.optometrysouthwest@nhs.net](mailto:england.optometrysouthwest@nhs.net)) if any RAAC is found and any remedial plan which may be required, including if there is a need to seek temporary accommodation. The latest guidance now states RAAC was used between late 50s- 1990s.

If you have identified an issue, please clarify the issue and any remedial plan in place, including any impact on the service you are providing.

Medical Retina Training Available

Continuous Professional Development training for NHS Medical Retina is available for ophthalmic nurses, optometrists, orthoptists, ophthalmic technicians and photographers.

Courses include non-medical intravitreal injection, optical coherence tomography capture and interpretation, enhanced and advanced ophthalmic imaging and institutionalised medical retina courses.

[See here for more information and to book a course.](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fprimarycarebulletin.cmail20.com%2Ft%2Fd-l-vityhty-jujdydllg-u%2F&data=05%7C02%7Cs.lillington%40nhs.net%7C4cd437214850444fcfd608dc0df99b89%7C37c354b285b047f5b22207b48d774ee3%7C0%7C1%7C638400612924136265%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=HX2PUdDYadFskakNcOWE8o8Kp5cvJ2JkZCqhG365l0U%3D&reserved=0)

Changes to General Ophthalmic Services (GOS) Payments

Changes to GOS payments came into effect on 1 January 2024, as a result of amendments to the GOS regulations. Claims for sight tests completed, and voucher claims collected, on or after 1 January 2024 must be submitted using an electronic system.

Contractors will have three months to submit sight test claims. The PCSE Online system new functionality will mitigate against interruption to patient care in the event of system outages or mobile/internet connectivity issues.

New functionality will process uncollected glasses claims and claims with a changed voucher type, due to back vertex distance changes.

Updated user guides are available on the PCSE website. [Updated business continuity guidance is now available](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fprimarycarebulletin.cmail19.com%2Ft%2Fd-l-vkujie-jujdydllg-yh%2F&data=05%7C02%7Cs.lillington%40nhs.net%7C583e7f697b874def20b208dc026b4ef9%7C37c354b285b047f5b22207b48d774ee3%7C0%7C1%7C638387907124311026%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=MnUmtQNtDGKrdWRUFcVjHiigCs%2BCkaAhSwCyr3mdPLo%3D&reserved=0)

Primary Eyecare Services News

In this e-bulletin, you can read news from the NHS not-for-profit, Primary Eyecare Services. Topics include updates on their most recent collaborations with local optical committees, SeeAbility and the Royal National Institute for the Blind. The issue looks at the continuing problem of waiting lists. Chief executive, Dharmesh Patel, highlights ‘In these trying times, the field of optometry is emerging as a resilient and reliable healthcare resource’. To read the issue in full, click [here](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fpcc-cic.us5.list-manage.com%2Ftrack%2Fclick%3Fu%3Dfe51aa41404cfb64f7d454491%26id%3D94d0f4fac6%26e%3Dd4f21f129c&data=05%7C01%7Cs.lillington%40nhs.net%7Cb8a470e60fe74a2cc86e08dbf572d6a0%7C37c354b285b047f5b22207b48d774ee3%7C0%7C1%7C638373645815050238%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=bvFztQDQOzc4hCa07iyrUUuIoB3iuQI1uEIRzvZVGd4%3D&reserved=0).

Learning From Patient Safety Events (LFPSE)

Please find a link below to an explainer video regarding the new reporting platform, LFPSE, which is being introduced.

[https://www.youtube.com/watch?v=mlRu-B-XbGM](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.youtube.com%2Fwatch%3Fv%3DmlRu-B-XbGM&data=05%7C01%7Cengland.optometrysouthwest%40nhs.net%7C11125b9bd0d448fc038b08db633faef0%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638212897381621383%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=x%2F7McZhIQuyJOMJvoUT94BNUZDinH8EG%2BIMoA8tCEgw%3D&reserved=0)

NHS Email Accounts

If you require either a Generic or Personal NHS email account you can contact the NHS Business Services Authority to request this.

Please follow the link below and this will show you the steps of how to apply for an account.

* <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)

GOS 6 User Guide



PCSE rejection reasons

Please see examples in the attachment below relating to frequent reasons for rejected claims:

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Interpretation and Translation Services

Interpretation and translation services are available for Community Optometrists when treating NHS Patients. These services are commissioned and paid for by NHS England.

This document provides details on how to currently access these services.



This information is also available to access via the NHS South West website via the following link [NHS England — South West » Interpretation and Translation Services](https://www.england.nhs.uk/south/info-professional/pharm-info/language-and-intepretation/)

# Useful Information

NHS England – South West Region Optometry Contract Management Team

|  |  |  |  |
| --- | --- | --- | --- |
| Team Member / Working Days | Telephone | | Email Address |
| Michele Toy Mon - Thurs | 07568 431890 | | [england.optometrysouthwest@nhs.net](mailto:england.optometrysouthwest@nhs.net) |
| Sarah Lillington Tues, Wed, Thurs | 07920 834445 | |
| Louise Norman Mon - Fri | 07730 379362 | |
| Lesley St Leger Mon, Tues, Wed | 07730 381871 | |
| Lucy Brown Mon - Fri | 07827 663933 | |
|  |

[](https://www.nhs70.nhs.uk/)Website

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[**HERE.**](#Title_Page)

Please see our website for more information and any blank templates, forms and documents [NHS England — South West » South West Eye Health information](https://www.england.nhs.uk/south/info-professional/eye-health/south-west-eye-health-information/)

Primary Care Support England (PCSE)

PCSE has the responsibility for the delivery of NHS England primary care support services.

For Opticians PCSE provides:

* 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, needles and syringes via PCSE Online.

Guidance for contractors is available here: [Ophthalmic Payments | PCSE (england.nhs.uk)](https://pcse.england.nhs.uk/services/ophthalmic-payments)

Contact details for PCSE

* If you have an ophthalmic payment queries you need to contact PCSE via the online contact form by using the following link: [Ophthalmic Payment enquiries | PCSE (england.nhs.uk)](https://pcse.england.nhs.uk/contact-us/ophthalmic-payment-enquiries)

NHS Business Services Authority (NHSBSA)

Contact details for NHSBSA

* GOS4 Pre-authorization (for adults): [pao@nhsbsa.nhs.uk](mailto:pao@nhsbsa.nhs.uk)
* Contract management queries: [pao-cm@nhsbsa.nhs.uk](mailto:pao-cm@nhsbsa.nhs.uk)
* NHS Mail/any other contractor queries: [pao@nhsbsa.nhs.uk](mailto:pao@nhsbsa.nhs.uk)