NHS South West Collaborative Commissioning Hub

March 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.

South West Performers Team Support

Below is a link to the SW Performers Team support page. The page contains information on a variety of resources available to all performers whether optom, medical or dental. For any staff requiring support who are not performers there is a link towards the top of the page to access free confidential support from the Primary Care Workforce team.

In order to access the information you will need to be registered on FutureNHS, if you do not already have an account you can register for one here [FutureNHS Collaboration Platform - FutureNHS Collaboration Platform](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Ffuture.nhs.uk%2Fsystem%2Fhome%3Fdone%3D&data=05%7C02%7Cengland.optometrysouthwest%40nhs.net%7C6bb215bc6bb3439c3ae208dc43fe0711%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638460005658706656%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=azdCihNcZtt1v7Z2LRYjUxQBwO15lSnFRzkIXxNC2z4%3D&reserved=0)

[https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Ffuture.nhs.uk%2FSouthWestProfessionalStandards%2FgroupHome&data=05%7C02%7Ciona.neeve%40nhs.net%7C1da61836fd21407a2df908dc23fa6fbf%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638424805715847464%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=6uNomo%2BzBToeFyDJFNl%2Bvrb5SuynRY5fbQRk%2Bzy8zwo%3D&reserved=0](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Ffuture.nhs.uk%2FSouthWestProfessionalStandards%2FgroupHome&data=05%7C02%7Cengland.optometrysouthwest%40nhs.net%7C6bb215bc6bb3439c3ae208dc43fe0711%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638460005658717361%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=bseHxOEKusohUM0ih1dumNkWlK0kNMXM8FFRetWhgkg%3D&reserved=0)

Making Accurate Claims Guidance

Please see guidance below to support with submission of GOS claims. For any queries regarding claims please contact PCSE via their online form accessible here [Ophthalmic Payment enquiries | PCSE (england.nhs.uk)](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fpcse.england.nhs.uk%2Fcontact-us%2Fophthalmic-payment-enquiries&data=05%7C02%7Clouise.norman4%40nhs.net%7C07c898df3fb44aecafb708dc4e3391a1%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638471230591675115%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=TUO%2B7wJnD%2F9Pe2Tia6aDDe4YvtybvKkepMWrt7a3by8%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)

NHS South West Collaborative Commissioning Hub

As part of the national process of delegation of some commissioning functions from NHS England to Integrated Care Board (ICBs), the Optometry team is now part of the NHS South West Collaborative Commissioning Hub (NHS SW CCH). The NHS SW CCH also includes the South West Dental, Pharmacy, GP Transformation and Complaints Teams*.*

Along with these teams, we are now hosted by Somerset ICB but continue to work with and on behalf of all 7 ICBs and primary care providers across the South West.

As part of this new hosting arrangement, we transferred employment from NHS England South West to Somerset ICB in July 2023.

From Wednesday 14 February 2024, you may have noticed the organisation name displayed next to our email addresses has changed to show as NHS SOMERSET ICB - 11X. Previously it showed as X24 NHS England. Please note, our email addresses have remained the same.

This technical change occurred as our IT support changed to our new Somerset ICB employer. It does not change the roles or responsibilities of individuals or our teams: we will continue to work with you and other optometry providers across the South West.

As there has not been a change to colleagues’ email addresses, you should therefore, continue to contact the team in the same way as before. Our generic email address is still [england.optometrysouthwest@nhs.net](mailto:england.optometrysouthwest@nhs.net)

Should you have any questions about the delegation of some commissioning functions to Integrated Care Boards please contact us on [england.optometrysouthwest@nhs.net](mailto:england.optometrysouthwest@nhs.net)

GOS Queries

If you have any queries relating to provision of services under your GOS contract please contact the team via email at [england.optometrysouthwest@nhs.net](mailto:england.optometrysouthwest@nhs.net) for support. **GOS queries should not be directed to individual ICBs.**

NHS Staff Encouraged to Complete Oliver McGowan Mandatory Training

Senior leaders across health and care continue to champion and voice their support for the Oliver McGowan Mandatory Training on Learning Disability and Autism. Recent [support has come from Amanda Pritchard, Chief Executive Officer at NHS England](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fprimarycarebulletin.cmail19.com%2Ft%2Fd-l-vuutujk-jlddoyklj-jy%2F&data=05%7C02%7Cengland.optometrysouthwest%40nhs.net%7Cc904de53bfa243dc205708dc23bf708d%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638424552367376431%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=mLlHLKutOe27Sx%2FkIzhs2ZxCfpnby1m1JqMQi1JZ17o%3D&reserved=0), who has completed Oliver's Training with the NHS England Board. She strongly encourages everyone in the NHS to complete the training to ensure that more autistic people and people with a learning disability can live healthy, happy lives. [Visit Oliver’s Training to find out more](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fprimarycarebulletin.cmail19.com%2Ft%2Fd-l-vuutujk-jlddoyklj-jj%2F&data=05%7C02%7Cengland.optometrysouthwest%40nhs.net%7Cc904de53bfa243dc205708dc23bf708d%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638424552367383509%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=l2Ow%2FefiGTVKlq%2F408VKJP%2BxXC9j2JkZLinadiEuZ1s%3D&reserved=0).

The Oliver McGowan Mandatory Training is the government’s recommended training to meet the Health and Care Act 2022 statutory training requirement and is a key ambition in the NHS Long Term Workforce Plan.

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

**Jump back to the title page of this bulletin**

[**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)