NHS South West Collaborative Commissioning Hub

May 2024

Optometry Bulletin

In this Issue:

Contents………………………………………………………………………………………………………….…....1

Pre-election guidance for NHS organisations……………………………………………………………………..2

Email Correspondence Signature Details………………………………………………………………...….….…2

Practice contact email address.………………………………………………………………………………..…...2

Annual GOS Complaints Submission: 2022/23 and 2023/24……………………………………………………2

Risk of Glaucoma GOS Eligibility...….………………………………………………………………………........ 2

Primary Angle Closure……………………………………………………………………………………………….3

Temporary Changes to Hours……………………………………………………...………………..…………..….3

NHSBSA Provider Assurance Ophthalmic Team Telephone Communications.......…………………….……3

Referral Management…………..…………………………………………………………………………………….3

Notification of Refurbishment…………………………………………………..…………..…………………….…3

Learning From Patient Safety Events (LFPSE)………………………………………………….………………..4

NHS Email Accounts……………………………………………………………………………….………..….…...4

GOS6 User Guide………………………………………………………………………………….….……..….…...4

PCSE Rejection Reasons……………………………………………………………………………….….….…....4

Interpretation and Translation Services…………………………………………………………….….…………..4

Useful Information……………………………………………………………………………….……….….……….5

Website………………………………………………………………………………………….……….….……......5

Primary Care Support England (PCSE)………………………………………………………………....………...5

NHS Business Services Authority (NHSBSA)………………………………………………………………….…5

Pre-election guidance for NHS organisations – General Election 2024

A general election will take place in the UK on Thursday 4 July 2024. This note sets out longstanding guidance which always applies to the NHS during the run-up to an election. Communication activities during a general election should avoid competing with parliamentary candidates for the attention of the public. This note gives guidance to NHS organisations on:

* the handling of requests for information and other enquiries during a general election campaign
* briefing of MPs, prospective parliamentary candidates and ministers during the election period
* carrying out business as usual activities during an election campaign

Please click on the link below for further information:

[NHS England » Pre-election guidance for NHS organisations – General Election 2024](https://www.england.nhs.uk/long-read/pre-election-guidance-for-nhs-organisations-general-election-2024/)

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.

Practice Contact Email Address

Please can we remind contractors of the need for inform us of any change to the primary contact email address we hold on file, this is our standard method of communicating with contractors. Please email [england.optometrysouthwest@nhs.net](mailto:england.optometrysouthwest@nhs.net) with any changes.

GOS Complaints Submission: 2022/23 and 2023/24

Please find below the NHSBSA GOS complaints submission briefing. The link to complete the submission is: <https://online1.snapsurveys.com/interview/de944348-3e40-422e-8986-1813c30cf3df>

The complaints submission covers the period 2022/2023 and 2023/2024. It is a contractual obligation to complete and submit this collection and a zero return is required if you did not receive any complaints about GOS Services during this time period. Your submission must be made by Sunday 16th June 2024.



Risk of Glaucoma GOS Eligibility

Contractors may receive letters from hospital specialists noting a patient is at “risk of glaucoma” without the patient being seen in secondary care.

Making Accurate Claims in England (MACE) Section 7 (p21) states:

*"A patient considered by an ophthalmologist to be predisposed to the development of glaucoma is also eligible for a GOS sight test. However, this eligibility does not extend to their family members."*

Secondary care clinicians may decide, having reviewed the referral information, the patient does not need to be seen but is at risk of glaucoma development and should self-care by attending an annual GOS sight test. These patients should be managed in the same way as those with a family history of glaucoma who have an annual GOS sight test and relevant investigations performed.

Primary Angle Closure

Guidance on managing PAC is published here [Primary Angle Closure / Primary Angle Closure Glaucoma (PAC / PACG) - College of Optometrists (college-optometrists.org)](https://www.college-optometrists.org/clinical-guidance/clinical-management-guidelines/primaryangleclosure_primaryangleclosureglaucoma_pa#:~:text=Primary%20Angle%20Closure%20Glaucoma%20(PACG,of%20those%20%E2%89%A570%20years.)

GOS allows performers to use their clinical judgement to set a recall frequency that’s appropriate for the individual patient. Rationale for testing earlier than the recommended intervals needs to be clearly noted in the patients clinical record, and the appropriate early retest code is included on the GOS claim submission.

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)

NHSBSA Provider Assurance Ophthalmic Team Telephone Communications

The NHSBSA Provider Assurance Ophthalmic team have reopened their phoneline to contractors. The phoneline is to be used to assist contractors with general enquiries regarding PPV submissions of evidence, general GOS4 queries and general Contract Management enquiries. Contractors will still be required to send email enquiries to [pao-cm@nhsbsa.nhs.uk](mailto:pao-cm@nhsbsa.nhs.uk) if they have already submitted

GOS Contract applications, variations, and terminations. All GOS4 pre-authorisation approvals will also still need to be sent by email to [pao@nhsbsa.nhs.uk](mailto:pao@nhsbsa.nhs.uk).

The Provider Assurance Ophthalmic telephone number is 0300 330 9403.

Further information for GOS contractors can be found online at: [Provider Assurance Ophthalmic | NHSBSA](https://www.nhsbsa.nhs.uk/provider-assurance-ophthalmic)

Referral Management

We would like to remind contractors of the importance of staff regularly checking email accounts used for sending referrals. We are aware of delays having occurred, where additional information has been requested in order for the patient to be triaged for follow-up, and this information being provided by the referring practice.

It is recommended electronic referrals are sent from a generic secure store email address, rather than a personal account, to ensure any requests for additional information can be seen and actioned in a timely manner. This will avoid any undue delay in referred patients being followed up.

If you do not have a secure store generic email account, please see the instructions included in this bulletin regarding NHS Email Accounts on page 4 below.

Notification of Refurbishment

Where other than cosmetic changes are planned to premises, such as lay out of waiting areas, testing rooms, access points, these need to be notified to NHSBSA in order for a virtual site visit to be carried out once all works have been completed. Please email [pao-cm@nhsbsa.nhs.uk](mailto:pao-cm@nhsbsa.nhs.uk) to notify them in advance of any planned works being carried out.

If there will be any disruption to GOS provision during any work, please notify the team by email to [england.optometrysouthwest@nhs.net](mailto:england.optometrysouthwest@nhs.net)

Where any information has been taken down from display to facilitate decorating, such as signage and required contractual information, please ensure this is replaced once the works are complete.

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)