

# NHS South West Collaborative Commissioning Hub

July 2024

## Optometry Bulletin

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## CET Claim 2023

The window for claiming funding towards Continuing Education and Training (CET) is now open for CPD undertaken between 1 January 2023- 31 December 2023. The portal can be accessed via the link below and closes on 31 October 2024.

<https://secure.pcse.england.nhs.uk/forms/pcsssignin.aspx>

CET payments can only be made via PCSE to a GOS contract holder, performers not employed directly will need to seek agreement from a contractor they regularly provide services for to have the payment made to them. PCSE are unable to process payments to individual performers. Once agreed the contractor will need to send an email to [england.optometrysouthwest@nhs.net](mailto:england.optometrysouthwest@nhs.net) as evidence of their agreement to accept the payment for us to onward share with PCSE.

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## NHS Email Accounts

There are two processes for requesting a shared store email/Egress account, depending on whether the contractor has 10 practices or less, outlined below:

### 1. **GOS contractors with 10 or more practices**

- Contractors to complete the form at the link below, NHSBSA will then create an Egress account on receipt of the completed MS Form:

[NHS mail address/Egress request form \(Page 1 of 6\) \(office.com\)](#)

### 2. **GOS contractors with less than 10 practices**

- Contractors should contact NHSBSA on [pao-support@nhsbsa.nhs.uk](mailto:pao-support@nhsbsa.nhs.uk), to request an authentication code. Once they have the code, they will be directed by NHSBSA to complete this form <https://portal.nhs.net/Registration#/optometry>

Please note, if contractors complete the form without first contacting NHSBSA for the authentication code the application will **not** be processed.

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

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## NHS Mail Multi Factor Authentication (MFA)

New NHS mail accounts, created via the process outlined above for National Administration Service (NAS) managed organisations, will start to have MFA applied by default w/c 29 July 2024.

Due to a desire to accelerate the cybersecurity posture and align the platforms processes as a whole, the rollout of MFA to all existing NAS user accounts will now mirror the timelines for remaining non-NAS accounts.

The following timelines and processes have been confirmed by the NAS team:

For all **existing** NHSmail accounts, on 19 August 2024:

- users will receive a pop-up notification asking them to register an MFA authentication method when they log in to their account. This prompt can be snoozed for a period of 14 days
- By 2 September 2024**, if the user has not registered an MFA authentication method, access to NHSmail will change.

### How will access change?

NHSmal accounts will be moved to a specific group policy that will require a stronger password policy approach additional restrictions with stringent security measures applied, these being:

- Enhanced password policy including having to reset the password on 2 September requiring a minimum of 20 characters
- Not having persistent browsing sessions
- Restrictions on sign in frequency
- Password expiring every 90 days

Impacted users will be contacted directly by the NAS team.

Below is a link to MFA FAQs, if you have any specific queries please email [helpdesk@nhs.net](mailto:helpdesk@nhs.net)  
[MFA User Frequently Asked Questions \(FAQs\) – NHSmal Support](#)

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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.

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## Data Retention Patient Records

Patient identifiable information should not be kept indefinitely, including health records. Legislation and best practice guidance regarding data retention notes a maximum of 10 years, or until 25<sup>th</sup> birthday whichever is longer, from the date the patient was last seen. Information regarding retention periods and relevant legislation can be accessed via the links below:

- [College of Optometrists Patient Records & Data Protection](#)
- [A guide to the data protection principles | ICO](#)

Contractors should ensure there is a system in place to identify any records they hold for patients which have reached the data retention period and are no longer in use. Paper records should be securely destroyed or, if electronic, permanently deleted from the system in such a way to render them irretrievable.

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## NHS England CORE20PLUS Ambassadors

Recruitment is now open for the third cohort of NHS England's Core20PLUS Ambassadors Programme. Anyone working in the NHS and across Integrated Care Systems (ICSs) or wider in Local Authorities, VCSE or in Industry who is committed to narrowing healthcare inequalities can become a [Core20Plus Ambassador](#).

Ambassadors will be committed to ensuring equitable access, excellent experience, and optimal outcomes for all, with a focus on 'Core20PLUS' populations which are more likely to experience healthcare inequalities.

Applications are particularly welcomed from professionals with good links to Core20PLUS communities and from areas such as rural and coastal communities.

### Recruitment opened on 15 July 2024 and closes 20 September 2024.

Interested individuals can apply by completing the following [expressions of interest form](#).

New ambassadors will be informed by early October. They will be in post for one year from November 2024 to October 2025. After this date, they will be invited to join the Core20PLUS Ambassadors Alumni Network.

NHS England is committed to ensuring the Ambassadors are strongly connected and rooted with the healthcare inequalities work taking place at local/ICS, regional and/or national level therefore Core20PLUS Ambassadors will be supported to form local, regional, and national networks to reduce healthcare inequalities. They will be offered platforms and training to actively champion healthcare inequality improvement. This includes face-to-face and online learning events. The programme is self directed so you can participate in development that suits your needs and to build your individual strengths to amplify your work.

Over 250 Core20PLUS Ambassadors were recruited in cohort 2 in 2023/24.

If you have any questions, please email [england.core20plusambassador@nhs.net](mailto:england.core20plusambassador@nhs.net).



Core20PLUS5  
Ambassadors Role Ir

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## New General Ophthalmic Services (GOS) Model Contracts and Variation Notices

NHS England has published revised versions of the GOS model contracts for mandatory and additional services, and variation notices for existing contractors. The revisions to the contracts reflect the regulatory changes which came into effect on 1 November 2023 and 1 January 2024. We will be issuing the variation notices to GOS contractors over the next few months.

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## GOS Eligibility for Overseas Visitors

Since 23 October 2017 any organisation providing NHS funded services is required to recover the cost of treatment to overseas visitors for services they have received, unless they are primary care services (as set out in the NHS Act 2006) or an exemption applies. As GOS services are primary care services they do not fall within the scope of the charging regulations.

The eligibility criteria for NHS sight testing, set out in the Primary Ophthalmic Services Regulations 2008, does not include any reference to nationality or residence requirements in order to access GOS services. This means anyone is entitled to NHS funded GOS services, regardless of their nationality, if they meet any of the GOS eligibility criteria.

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## 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)

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## 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=mIRu-B-XbGM>

## GOS 6 User Guide



201xx-gos-6-user-guide\_v1.pdf

## 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.



20230630 South West Interpretation

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](#)

## Useful Information

NHS England – South West Region Optometry Contract Management Team

Team Member / Working Days		Telephone	Email Address
Michele Toy	Mon - Thurs	07568 431890	<a href="mailto:england.optometrysouthwest@nhs.net">england.optometrysouthwest@nhs.net</a>
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	

## Website

Please see our website for more information and any blank templates, forms and documents [NHS England — South West » 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](#) - Administering 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://www.england.nhs.uk/ocp/ocp-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://www.england.nhs.uk/ocp/ocp-payments/)

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## 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)