

NHS South West Collaborative Commissioning Hub

September 2024

Optometry Bulletin

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Intra Ocular Pressure Recording

When recording tonometry on sight test records, please include the name of the tonometer and the appropriate number of eye pressure readings for the instrument used. If an average eye pressure is recorded, the number of readings taken to arrive at the average value must be noted.

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, 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

GOS Complaints Survey – Second Window

It has been agreed to reopen the 2022-2023 and 2023-2024 GOS Complaints Survey submission window from Monday 14 October 2024 until Friday 8 November 2024. This is a 4-week period for any contractors who did not previously submit or complete the survey to arrange completion.

It is a contractual requirement to submit this information, a submission needs to be made even if it is a nil return. If this return is not completed contractors are in breach of clause 115 of their contract:

115. "The Contractor shall inform the Commissioner, of the number of complaints it has received under the procedure established in accordance with this Part of the Contract"

If you did not complete the survey earlier this year, please find below the link to the GOS Complaints Survey:

[GOS Complaints Collection 2022/24 \(snapsurveys.com\)](#)

The link will not open until Monday 14 October so you will not be able to make your submission before then.

Further information about the survey can also be found on the NHSBSA website below:

[Provider Assurance Ophthalmic | NHSBSA](#)

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.

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 as evidence of their agreement to accept the payment for us to onward share with PCSE.

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 25th 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.

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.

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.

Roll-Out of Optical Coherence Tomography (OCT) for People with Diabetes

From October, NHS England will be rolling out OCT into the [NHS Diabetic Eye Screening Programme](#). The aim is that by October 2025 all services will offer OCT.

OCT gives more accurate results so fewer patients will need a referral to hospital eye services. Patients at low risk of developing eye problems can instead be seen by their local screening provider. Each provider will identify the small number of people who might need hospital treatment, making the referral process more efficient and freeing up hospital capacity.

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

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>

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	england.optometrysouthwest@nhs.net
Sarah Lillington	Tues, Wed, Thurs	07920 834445	
Louise Norman	Mon - Fri	07730 379362	
Lucy Brown	Mon - Fri	07827 663933	

Website

Please see our website for more information and any blank templates, forms and documents. The contact details for all 7 ICB Complaints Teams can also be found on this page

[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 \(england.nhs.uk\)](#)

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 \(england.nhs.uk\)](#)

NHS Business Services Authority (NHSBSA)

Contact details for NHSBSA

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