

NHS South West Collaborative Commissioning Hub

January 2025

Optometry Bulletin

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Temporary Suspensions

Please note that it is a contractual requirement to advise us if you are not able to fulfill your contracted GOS hours due to unforeseen circumstances such as fire, snow, flooding or staffing issues. Please inform us by sending an email to england.optometrysouthwest@nhs.net

NHS Email Accounts

Please note that you must not send any patient identifiable information via insecure email addresses. In the case where you must send patient identifiable information, please ensure that you do so using a secure NHS email address or Egress.

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

Easter Opening Hours

In preparation for the Easter period, we have contacted all holders of GOS contracts across the South West to understand your intentions between Thursday 17th and Tuesday 22nd April 2025 inclusive.

If you intend your opening hours to be different to your usual hours, or to be closed, on any date which **is not** a bank holiday (18th, 20th, and 21st April) could you please notify us of the date(s) affected and times at which you will be open or if you intend to be closed.

All contractors will be noted as **closed** on 18th, 20th, and 21st April unless we receive notification of an intention to open on any of these dates. If you will be open, please respond noting the dates and opening hours so we can collate these for wider sharing.

Could you please reply to us at england.optometrysouthwest@nhs.net no later than **Friday 21st February 2025**.

Please ensure you quote your contractor name/trading name, Town and ODS code when replying.

Where we do not receive a response, we will note the usual hours on all none bank holidays and closed on 18th, 20th, and 21st April - **If this is your intention there is no need to respond.**

Draft hours for this period will then be shared w/c 17th March for review prior to the final circulation to all interested parties in April.

Thank you for your assistance with this matter.

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.

Complaints Data

We want to thank you all for submitting your 2022-2023 and 2023-2024 complaints data, we received a 100% completion rate which was the highest in the country. Well done and thank you all!

DocuSign

We have started using electronic signing software for returning documents to us and are currently using DocuSign. We will be issuing national contract variations shortly using DocuSign. Please be aware that these emails can sometimes go into your junk/spam folders so please do check them regularly.

Making Accurate Claims

Please find below the link for Making Accurate Claims in England which was updated in September 2024 for your records.

[Making accurate claims in England | 2024](#)

Navigating Ethical Challenges in Optometry

This [guidance](#) has been designed to provide practical information to support commissioners and providers of NHS healthcare in their work to protect people who are vulnerable and/or susceptible to radicalisation. It is intended for use by:

- NHS organisations
- commissioners of NHS services
- organisations working on behalf of the NHS
- organisations providing services for the NHS or NHS patients

It supplements the Prevent duty guidance for England and Wales and will assist in contracting in line with the NHS standard contract.

PPV Learning

Following a Post Payment Verification (PPV) pilot in two areas of the country a national standardised approach to Ophthalmic PPV, which is nationally consistent, fair and robust, was agreed with the NHS England Central Team, NHS England Regional Teams and Optical

Confederation. This standardised approach to Ophthalmic PPV was rolled out in 2022. A number of common themes have been identified in the PPV that has been undertaken to date across the South West and is shared with you in the attached paper.



SW PPV
learning.docx

2022 – 2025 Quality in Optometry (QiO) Learning

We are coming to the end of the 2022 – 2025 QiO cycle and will share some learning gained from your submissions and the visits that have taken place in the next optometry bulletin.

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	Mon - Thurs	07920 834445	
Louise Norman	Mon - Fri	07730 379362	
Lucy Brown	Mon - Fri	07827 663933	
Thomas Toogood-Smith	Tues - Fri	07551 136800	

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