

NHS South West Collaborative Commissioning Hub

November 2024

Optometry Bulletin

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NHSBSA CPD Common Pitfalls with General Ophthalmic Services (GOS Claiming in England)

We are pleased to announce that the NHS Business Services is running a new CPD webinar: **C-110375, Common pitfalls with General Ophthalmic Services (GOS) claiming in England - Record Keeping and Claiming Requirements for Post Payment Verification (PPV).**

The webinar will take place on **Tuesday 3 December 2024 at 7pm** and again on **Thursday 16 January 2025 at 7pm.**

The CPD webinar is free to attend and can be booked via:

<https://outlook.office365.com/owa/calendar/CPDbyNHSBusinessServicesAuthority@nhsbsa.nhs.uk/bookings/>

The webinar is provided by the NHS Business Services Authority Ophthalmic Services clinical advisors. They are all GOC registrants with extensive experience, in the provision of General Ophthalmic Services (GOS) in England and regularly conduct Post Payment Verification (PPV) checks on GOS claims. The CPD session will outline the most common pitfalls to avoid when registrants and delegated non-registrants submit payment claims for the delivery of GOS to NHS patients in England.

The CPD online session is suitable for both Dispensing Opticians and Optometrists undertaking GOS in England. Non-registrants can also attend but will not be awarded any CPD points. The webinar will last for approximately one hour and attracts one interactive point. The CPD falls under the Accountability and Leadership domain.

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

Covid-19 and Flu Vaccine

All frontline health and social care workers who have contact with patients should now be offered the flu vaccine through their employer. Please be advised that NHS England does not reimburse flu vaccination of healthcare workers outside of provider-led occupational health services. There are circumstances where frontline staff, employed by specific social care providers without access to employer-led occupational health schemes, can access the flu vaccine through the NHS free of charge. Eligible individuals can self-declare for COVID-19 and flu vaccination on the National Booking Service. Communications materials to support winter vaccination uptake among frontline professionals are now available to download from the Campaign Resource Centre.

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.

Eyesight, Hearing & Dental Checks for Children at Residential Special Schools

Children and young people with special educational needs and disabilities in residential special schools and colleges across England are to be offered free NHS [eyesight, hearing and dental checks](#). Autistic children and young people and those with a learning disability are often more likely to experience eyesight, hearing and dental problems than their peers and may also find it much harder to tell people if they are having any problems, or whether it is getting worse or causing them pain. The NHS sensory checks have been piloted in schools and will now be offered to all special residential schools and colleges across England from next year.

Looking After Our Vision & Eye Health

One in three people will experience sight loss in their lifetime and half of this could be avoided, but this report has found that just one in four people consider routine eye tests as important for maintaining good eye health. The [report](#) also uncovered a lack of awareness of symptoms linked to sight-threatening eye conditions.

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.

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.

Red Tape Challenge – Complete Survey on the Interface

As part of NHS England's rapid review into bureaucracy across the NHS, clinical and non-clinical staff working in primary care are being encouraged to get involved and share their views. A short [seven-question survey](#) is now available for staff to complete to feed into this important programme that aims to improve interface working and reduce workload between NHS organisations and providers.

The 'Red Tape Challenge' was announced by the Secretary of State and NHS Chief Executive in October and is jointly led by Dr Claire Fuller and Stella Vig, medical directors for Primary Care and Secondary Care at NHS England respectively. It builds on and accelerates existing activity to improve the interface between primary and secondary care, such as how referrals are made and managed, patient discharge and how different parts of the health service communicate with each other.

Supporting Patients with Lower Reading Age

We have been made aware of a recent incident where a person with lower reading age did not know what to do when their local primary care services were closed. The person concerned found it difficult to understand the provider website and information in the window. The person then tried to phone but the phone was turned off. They ended up escalating to urgent care.

Following an investigation it has been identified that, as the person had a lower reading age, it would have helped if there had been a message on the answer machine advising them what to do. If you don't already have a message on your phone line advising of your opening hours and what to do in an emergency please consider implementing this.

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.



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

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/pcse/ophthalmic-payment-enquiries/)

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