

# NHS South West Collaborative Commissioning Hub

March 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.optometricsouthwest@nhs.net](mailto:england.optometricsouthwest@nhs.net)

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## 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](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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## Eye Care Conversations on Solving Together

NHS England is seeking input on how to best transform eye care services. The Eye Care Solving Together crowdsourcing conversation on FutureNHS offers an opportunity for patients, carers, professionals, and partners to share ideas to improve services. As the highest volume specialty in the NHS, eye care faces increasing demand, and collaboration is key to finding solutions. Participants are encouraged to share ideas, highlight barriers and help shape the future of eye care by [getting involved in the conversation](#).

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## Quality in Optometry (QiO) 2025 – 2028

The 2025-2028 QiO cycle commences tomorrow (1<sup>st</sup> April 2025) and we will be sharing the locally agreed deadline for submission shortly.

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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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## Information on Referring Patients via a SPA

Performers who are not able to check information on the spine risk that patient details are not 100% correct and are at risk of not being compliant with GDPR.

Please always

- ask the patient to give details as they are registered with their GP in case they use a different name
- tell them to use full names – e.g. Robert not Bob
- tell the patients to make sure they update their details with the GP, if patients have changed their address but not told their GP that can cause an error.

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## GOS Complaints

We can confirm that the window for the online data collection will be open between 9.00am Monday 28 April 2025 to 11.59pm Friday 6 June 2025. The NHSBSA will be sending out more information to all contractors within the next few days. Please remember it is a contractual requirement to make a submission even if you have not received any complaints during 2024-2025.

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## Fraud Prevention Notice

Fake invoice supplier fraud is when an organisation receives an invoice for goods and services that were not ordered or delivered. It typically involves a fraudster creating a fictitious invoice and manipulating organisations into payment. According to recent intelligence received from the NHS Counter Fraud Authority (NHS CFA) fraudsters are now using SAGE accounting software to facilitate this fraud. Sage is used by many well-known organisations, including some NHS organisations.

Fraudsters have created bogus companies, registering an account on Sage and paying the subscription fee to use their services. Sage typically does not conduct any due diligence checks on its customers when signing them up to use the platform. Once an account is created on Sage, the fraudster then creates a fictitious invoice for payment. Intelligence shows these invoices are typically for office and medical supplies and are found to be below £1000.00. The fake invoice is then sent through the Sage software to its intended target, such as a GP or dental practice. The intended target receives the invoice via a Sage email to disguise the fraudsters' identity.

## Prevention Advice

To protect against this type of fraud and ensure there are robust controls in place, please consider the following controls/prevention advice:

- Reconciliation of invoice received against purchase orders, booking confirmations and goods/services received. If not received, do not pay.
- Invoices should be scrutinised against information already held on file for a supplier before they are approved for payment. Red flags could include:
  - Unfamiliar company names that are not listed as an approved supplier on the register.
  - Unprofessional formatting or spelling/grammatical errors.
  - Discrepancies with reference numbers and invoice numbers that do not match details held on file.
  - Unusual invoicing amount.
  - Urgency of request, financial penalties if invoice is not paid within a specific time frame, or threatening follow-up correspondence (sometimes purporting to be from a solicitor).
- Verification checks on suppliers' information such as trading name and logo, invoicing address, contact details and bank account information to ensure they match with suppliers detail on file, and belong to a legitimate company.
- Use the suppliers contact details already held on file. Do not contact the supplier from the information held on the invoice.
- Implement an established multi-step approval process by separating duties amongst colleagues between requisitioning, ordering, checking receipt of goods and services, and authorising payment. This adds an extra layer of security and scrutiny to help prevent fraudulent invoices slipping through for payment.
- Consider fraud detection activities, such as regular audits and anomaly detection to identify irregular patterns and behaviours that could be considered suspicious.

If any similar type of fraud, or attempted fraud occurs please do not hesitate to contact the Local Counter Fraud Team:

- Sarah Smith – [sarah.smith337@nhs.net](mailto:sarah.smith337@nhs.net)
- Ian Halkerd – [ian.halkerd@nhs.net](mailto:ian.halkerd@nhs.net)
- Jazmine Noot – [jazmine.noot@nhs.net](mailto:jazmine.noot@nhs.net)

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## 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.

## 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 | <a href="mailto:england.optometricsouthwest@nhs.net">england.optometricsouthwest@nhs.net</a> |
| Sarah Lillington           | Mon - Thurs | 07920 834445 |                                                                                              |
| Louise Norman              | Mon - Fri   | 07730 379362 |                                                                                              |
| Thomas Toogood-Smith       | Mon - Fri   | 07551 136800 |                                                                                              |

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## 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](#)

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

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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)