

# NHS South West Collaborative Commissioning Hub

September 2025

## Optometry Bulletin

### In this Issue:

Contents.....	1
Christmas & New Year Period.....	2
Termination of Contract.....	2
CPD Claims.....	2
HC5 Patient Refunds by BACS.....	3
Flu/Covid Vaccination.....	4
Temporary Suspensions.....	4
NHS Email Accounts.....	4
Information for Additional GOS Contract Holders.....	5
Email Correspondence Signature Details .....	5
New DHSC Consultation.....	5
GOS 4 Clarification.....	6
Learning From Patient Safety Events (LFPSE).....	6
GOS6 User Guide.....	6
Interpretation and Translation Services.....	6
Useful Information.....	6
Website.....	7
Primary Care Support England (PCSE).....	7
NHS Business Services Authority (NHSBSA).....	7

---

## Christmas & New Year Period

All contractors were contacted in August in preparation for the Christmas and New Year period to understand your intentions between Monday 22<sup>nd</sup> December 2025 -Sunday 4<sup>th</sup> January 2026 inclusive.

Thanks to those who have already responded to us. If you have not yet replied and 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 (22<sup>nd</sup>, 23<sup>rd</sup>,24<sup>th</sup>,27<sup>th</sup>- 31<sup>st</sup> December and 2<sup>nd</sup>- 4<sup>th</sup> January) 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 via the MS Form here <https://forms.office.com/e/qbRG7NVE1E>

All contractors will be noted as **closed** on 25<sup>th</sup>, 26<sup>th</sup> December and 1<sup>st</sup> January unless we receive notification of an intention to open on any of these dates. If you will be open, please share the dates and opening hours via the MS Form link above so we can collate these for wider sharing. Where we do not receive a response, we will note the usual GOS hours on all non-bank holidays and closed on 25<sup>th</sup>, 26<sup>th</sup> December and 1<sup>st</sup> January - **If this is your intention there is no need to complete the MS form.**

Draft hours for this period will then be shared w/c 3<sup>rd</sup> November for review prior to the final circulation to all interested parties in December.

---

## Termination of Contract

Please note that as contractors you are required to give 3 months' notice for the termination of contract as stated in your contract.

*Where the Contractor serves notice pursuant to clause 144, the Contract shall terminate 3 months after the date on which the notice is served ("the termination date"), save that if the termination date is not the last calendar day of a month, the Contract shall instead terminate on the last calendar day of the month in which the termination date falls.*

Please see the NHSBSA website for the relevant form and further information [GOS Contract Management | NHSBSA](#)

---

## CPD Claims

The PCSE portal for claiming a CPD payment relating to activity carried out in 2024/25 was due to open on 1<sup>st</sup> July and close on 31<sup>st</sup> October but has been delayed. We are awaiting an update from national colleagues regarding when the portal will now open. More information can be found here [CPD grant window delayed until later in 2025](#)

Performers can only receive a CPD payment by submitting their claim via a GOS contract holder.

Within The General Ophthalmic Services Contracts (Continuing Professional Development Allowance) Payments Directions 2024 it notes "*CPD allowance*" means an allowance paid to a contractor in respect of continuing professional development undertaken during the relevant

year by the contractor or by an ophthalmic practitioner employed or engaged by the contractor to perform ophthalmic services under a GOS contract;

Contract holders submitting claims on behalf of performers are required to make a declaration in relation to each performer CPD claim, the PCSE portal wording for the 2023/24 CPD cycle is noted below **(please review the declaration for 2024/25 when submitting any claims):**

*For claims made in respect of a named ophthalmic performer I confirm that the information provided is correct to the best of my knowledge and that appropriate action may be taken if there is proved to have been more than one claim or payment made in respect of the named ophthalmic performer. I further confirm that, if I have not made CPD available in paid time or under an alternative arrangement agreed between us, I will pass on the CPD allowance payment to the named ophthalmic practitioner. In the case of a registered optometrist subject to the requirements of the General Optical Council (GOC), if I have made available fewer than 12 GOC accredited points of CPD I will pass on to the named performer a proportion of the payment calculated either on a basis agreed between us or, failing that, pro rata, based on 12 points made available entitling me to retain 100% of the annual grant.*

This declaration should only be made by a contractor who has a professional relationship with the performer as it asks for assurances relating to the CPD the contractor has provided during the financial year, or alternative arrangements agreed with the performer for them to undertake CPD independently. It also notes the pro rata proportions of the CPD grant to be paid to the performer, or retained by the contractor, relevant to the specific CPD arrangements in place for the individual performer for the specified claim period.

---

## HC5 Patient Refunds by BACS

You will already be aware that from 1 October 2025, ICBs are no longer responsible for making HC5 refunds to patients using the manual BACS payment method.

This process will be managed by Primary Care Support England (PCSE) who will gather the payment information for individual patients, create and submit a payment file to NHS Shared Business Services (NHS SBS), following the rollout of ISFE2 on 1 October 2025. All other elements of the process remain the same.

Key information about HC5 refunds is:

- HC5 patient refund forms are available for contractors to order in bulk from [PCSE Online](#).
- Forms will continue to be submitted to NHS Business Services Authority (NHSBSA) at the address stated in section 4 of the form.
- Any HC5 forms that do not include the patient's bank details in Part 2 of the form will be rejected by NHSBSA.
- Where bank details have not been captured, have been captured incorrectly or are incomplete, the HC5 form will be returned to the contractor for them to follow up with the patient.
- NHSBSA will confirm to PCSE that the claim can be processed for payment.

- PCSE will calculate the refund amount based on the voucher value and collate the payment information into a payment file, which will be automatically transferred to NHS SBS.
- If a payment fails, PCSE will notify the contractor, who will inform the patient they need to complete a new form with the correct bank details.

---

## Flu/Covid Vaccination

NHS England has sent letters to healthcare professionals to get vaccinated against flu to protect not only themselves from illness during the busy winter months but also protect vulnerable patients by reducing transmission risk.

From 1<sup>st</sup> October 2025 all frontline health care workers, including both clinical and non-clinical staff who have contact with patients, should be offered the flu vaccine through their employer as a vital part of their organisation's policy for the prevention of the transmission of flu.

Eligible individuals can book appointments for NHS COVID and flu vaccinations online or via the NHS App. More information can be found at [Winter Vaccinations 2025 - Google Drive](#)

---

## 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)

---

## 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)

## Additional Linked nhs.net Personal Accounts

Any member of the practice team can obtain a linked nhs.net email account in order to access the shared nhs.net mailbox. These can be requested when the account is created, or by emailing the helpdesk if the shared account is already set up.

For requests please send the full name, mobile number and a personal email address for each member of the team requiring a linked nhs.net email address to [helpdesk@nhs.net](mailto:helpdesk@nhs.net) The request must be sent from the shared nhs.net mailbox.

If there are already 10 or more linked personal nhs.net email accounts a valid business justification for the request must also be included in the covering email.

---

## Information for Additional GOS Contract Holders

We wanted to take this opportunity to remind all additional GOS contractors of the following:

- Patients in hospital are not eligible for a GOS domiciliary sight test. The fees for any visits and optical appliances supplied to patients in hospital must be met by the NHS Trust requesting the service or privately by the patient themselves.
- When submitting same day substitution requests to our team please ensure these are sent from a secure email address such as an NHSMail account. This is essential to ensure patients data is transmitted securely to safeguard against any potential data breach.
- Same day substitution requests should only be shared with the team covering the ICB in which the substituted patient lives, not the ICB in which original patient who was due to be seen lives if this is different. Details of contact email address for all optometry teams across England can be found here [Integrated Care Board \(ICB\) optometry contact email addresses | NHSBSA](#)
- Where a same day substitution request is sent to the SW team in error, for example for a patient to be substituted who does not reside in one of the 7 South West ICBs, please ensure you follow your internal information governance procedures for recording, investigating and reporting breaches to GDPR. Guidance for organisations on managing breaches of GDPR can be found here <https://ico.org.uk/for-organisations/report-a-breach/personal-data-breach/personal-data-breaches-a-guide/>

---

## 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.

---

## New DHSC Consultation

New DHSC consultation: [Extend medicines for optometrists and contact lens opticians](#)

The [consultation seeks views on extending the range of medicines available](#) to optometrists and contact lens opticians so they can treat minor eye conditions in the community. Closes 11:59pm on 27 November 2025.

## GOS 4 Clarification

When requesting a GOS 4 for an adult patient please ensure that you follow the process set out in the document below and complete the BSA pre-authorisation form.



GOS 4 Briefing  
updated July 2023\_1

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

---

## 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)