

NHS South West Collaborative Commissioning Hub

June 2026

Optometry Bulletin

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Changes to Contract

Please can we remind contractors that any changes that are required to be made to your contract i.e. a change of GOS hours, alterations to premises, the request to terminate must be directed to NHSBSA at pao-cm@nhsbsa.nhs.uk.

Complaints Data

We want to thank you all for submitting your 2025-2026 complaints data, the national completion rate was 82.6% and we received a 97.1% completion rate which was the highest in the country. Well done and thank you all!

PCSE Online

Can we please remind all contractors that if the contract signatory with access to the PCSE online portal leaves the company, a new person must be signed with PCSE before they leave to ensure continued access.

PCSE have issued their Ophthalmic Bulletin for June 2026 which contains lots of very useful links and information. You can read the bulletin and access all of the information here [Ophthalmic Bulletin - June 2026](#)

Changes Within Optometry Team

There have been some recent changes with the Optometry Team and therefore the contact details have been updated to reflect these changes. Please note that these are always included at the end of the bulletin in Useful Information for reference.

GOS 4

Ophthalmic contractors are required to seek pre-authorisation from NHSBSA for all GOS 4 claims. Patients are entitled to a GOS 4 if they have damaged or lost their glasses and they are:

- aged 16 or over
- in receipt of a particular benefit
- have a qualifying health condition

Patients aged 16 to 17 and in support of local care do not need pre-approval.

To get authorisation, you should complete the [GOS 4 Pre-authorisation Template \(Word: 240KB\)](#) and email it to the NHSBSA provider assurance team at pao@nhsbsa.nhs.uk

The GOS4 pre-authorisation template and more information can be found on the NHSBSA website [Provider Assurance Ophthalmic | NHSBSA](#)

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

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 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.

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.

How Can We Help You

Share Your Ideas to Make Our Emails Stand Out**

We want to make sure our emails, especially the important ones that need a response—are being read, understood and actioned. To help us improve, we'd love to hear your ideas on how we can make our communications clearer, more eye-catching and more engaging.

What would make our emails stand out more in your inbox?
What helps you spot the messages that need urgent attention?
What formats, layouts or styles work best for you?

Please send us your suggestions on how we can make our emails more effective, more appealing and easier to navigate. Your feedback will help us shape a communication style that works for everyone.

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_

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
Melissa Kendall-Milnes	Mon - Thurs	07702 427588	england.optometrysouthwest@nhs.net
Louise Norman	Mon - Fri	07730 379362	
Thomas Toogood-Smith	Tues - Fri	07551 136800	
Alison French	Mon - Fri	07795 684805	

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
- Contract management queries: pao-cm@nhsbsa.nhs.uk
- NHS Mail/any other contractor queries: pao@nhsbsa.nhs.uk