

NHS South West Collaborative Commissioning Hub

September 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.

Policy Book for Ophthalmic Services

On behalf of NHS England

Dear Colleagues,

We are pleased to let you know that we have updated the Policy Book for Ophthalmic Services which can be found at [this link](#). The book has been updated in line with accessibility standards and published in HTML format to make it more user friendly and we have replaced annexes with links to current legislation where appropriate to ensure that the book remains as up to date as possible. Where annexes have been retained, these are now individually published as opposed to all being found in one document which will ensure the required annexes can be located quicker and makes it easier for us to ensure they can be updated easily going forward if required. All annexes that are provided as templates have been published in word or excel format to ensure they are easier to download and complete and you can find a complete list of the annexes [here](#) with the appropriate links for access.

The updated policy book also includes:

- Improved and more detailed information on Post Payment Verification (chapter 12)
- A new chapter covering ophthalmic claims and payments, including information on PCSE Online, additional voucher supplements and second pairs (chapter 13)
- A new chapter covering optometry clinical placement training payments (chapter 14)
- A new chapter covering the commissioning of sight testing and dispensing in special educational settings (SES) (chapter 15)

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](#)

Quality in Optometry (QIO) Submissions

All contractors are reminded that **Quality in Optometry (QIO) submissions must be completed by 27 November 2026**. When creating a new checklist, please ensure that all information is entered accurately, as details cannot be amended once a submission has been made. Particular attention should be paid to **ODS codes, ICB location details, and LOC information**. Contractors are also reminded that the QIO platform is owned and managed by **LOCSU**, and therefore the Optometry Team is unable to amend or correct information entered within the system. Please take the time to review all details carefully before submitting.

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.

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
Christopher Breens	Mon - Fri	TBC	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](#) - 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