

Optometry Bulletin



**We would like to wish you all a very
Merry Christmas and a Happy New Year**

This bulletin is being sent to all General Ophthalmic Service Contractors across the South West. If you have any questions or wish to provide feedback, please e-mail our generic email account: england.optometricsouthwest@nhs.net

Please note we no longer possess a fax machine.

The ways you can get in touch with us are via email, post or telephone.

Our contact details are on page 3.

1. General Ophthalmic Services Eye Examinations

This is a reminder on what can be claimed as a General Ophthalmic Service (GOS) eye examination and what cannot be claimed.

The GOS is designed as a general eye examination service and for the **opportunistic** detection of eye or other disease. It is not an emergency service.

It is not therefore generally appropriate for pre-diagnosed conditions or for the monitoring of eye conditions on behalf of a GP or the Hospital Eye Service.

If the presenting symptoms could be indicative of a refractive or binocular balance issue then these can be claimed as a GOS eye examination.

As cataract formation can change refraction then patients developing cataracts can also be examined under the GOS and a patient who has recently had cataract surgery can also be examined under the GOS.

Examples of when a GOS fee can be claimed are:-

1. Routine eye examination
2. Post stroke where it appears that vision and/or binocular vision or visual fields have been compromised.
3. Patient known to be developing cataract or other conditions where the refraction/binocular balances could be affected.
4. Patients presenting with headaches.
5. Patient with diabetes who vision has probably changed due to possible refractive changes. However the GOS should not be used for the national diabetic retinopathy screening programme.

Examples of what should not be claimed on the GOS are:-

1. Patients presenting with recent and sudden onset of flashes and/or floaters.
2. Patients already under the Hospital Eye Service (HES) and who have been requested by the Hospital to have a specific condition monitored. For example post-operative cataract monitoring apart from a post cataract extraction standard GOS examination.
3. Cataract referral refinement.
4. Post cataract clinical monitoring.
5. Requests by the HES for refractive details prior to a second eye cataract extraction.
6. Glaucoma patients who have been requested by the HES to attend High Street practices for the monitoring the condition and visual field examinations.
7. Patients presenting with conditions such as foreign bodies, conjunctivitis, injury, blepharitis, subconjunctival haemorrhage, dry eye.

Most of the above conditions will probably be covered in an enhanced local service commissioned by the local Clinical Commissioning Group (CCG). In the absence of such a scheme the patient should be advised to contact NHS 111 telephone helpline and triage service or if appropriate to attend as an emergency at an eye hospital or their GP as appropriate.

Optometrists can, if they wish and feel it appropriate, examine these patients on a private basis so long as they feel they are competent to provide such a service and are working in the best interest of the patient.

2. GOS4 Claims (for adult patients aged 16 years and over)

Changes from 5/11/18

The attached document, "GOS4 pre-authorisation briefing v03", which we have already circulated, gives guidance for GOS4 claims for over 16 year olds.

From 5th **November 2018** such claims should be pre-approved by NHS BSA and not us. Please read the document for further details.

Claims for GOS4s for children under 16 should be sent to PCSE for payment in the normal way.

3. Quality in Optometry verification visits

We are currently arranging further QiO verification visits to be carried out next year. We will be in touch shortly with the practices that will be receiving a visit. The next two items show some incorrect / missing information we have found at these visits.

4. Correct complaints details to be shown for NHSE

Very few practices are displaying the correct contact details for NHS England complaints team. We often find that details for PCTs (Primary Care Trusts) are shown. The PCTs were disbanded in 2013 when NHS England came into being.

Whilst we all hope that no complaints are received, NHS patients should be aware how to make a complaint if they wish to do so. Obviously the practice should try and deal with any concerns in the first instance.

The NHSE contact details which should be on display are:-

For the attention of the Complaints Manager
NHS England
PO Box 16738
Redditch B97 9PT

Or phone 0300 3112233 or email england.contactus@nhs.net

5. Policies and procedures

Please ensure that your policies and procedures have a created date and a review date on them and that they are regularly reviewed. We often find that these documents are outdated and contact details have not been checked. In addition there should be evidence of staff having signed to say that they have read / understood the policies.

6. Reminders - *As mentioned in previous newsletters:*

Please remember to inform the NHS England South West (South) Optometry team of performers leaving/joining practices, together with their performer's list number.

Notice of Contract Termination

Please remember to give NHS England 3 months' formal notice in writing if you wish to close your practice.

Contract application

Again please remember to give NHS England 3 months' notice if you wish to start a new business or take over an existing one. Application forms are available on our website <https://www.england.nhs.uk/south/info-professional/eye-health/south-west/>

Changes to Contract Details / GOS Hours/ Premises/ Directors or Performers

Please remember to let us know of any changes to your premises, i.e. relocations, and anything else requiring a contract variation, should be notified to us as far as possible in advance via our generic email account england.optometricsouthwest@nhs.net

NHS Choices – please ensure your practice details are up to date

NHS Choices changed to NHS UK recently and the website looks different. The email address to register for editing rights for your practice is below, together with the web link:

nhswebsite.servicedesk@nhs.net
<https://www.nhs.uk/about-us/manage-provider-profiles/>

Annual complaints review - reminder

It is a contractual requirement that an annual complaint review is carried out each year by every practice. This is just a reminder that we will be asking for an annual complaints form to be completed, covering the period from 1st April 2017 to 31st March 2018. So please make sure that you are keeping a record of any written NHS complaints received.

7. Website for South West (South) opticians

Please use the link <https://www.england.nhs.uk/south/info-professional/eye-health/south-west/> to find Application forms; contact details of LOCs in the South West; links for NHS Choices; how to apply for an NHS.net email account; the latest Optometry Bulletin; contact details for Performers list and PCSE (stationery, payment queries and submissions); and Safeguarding links for concerns with adults or children.

The Optometry Team contact details are:

**NHS England South West (South) Eye Health Team,
Peninsula House, Kingsmill Road, Tamar View Industrial Estate, Saltash, PL12 6LE**

Generic email account: england.optometricsouthwest@nhs.net

Web site: <https://www.england.nhs.uk/south/info-professional/eye-health/south-west/>

Janet Newport	Contract Manager	0113 824 8777
Sally Dutton	Primary Care Support	0113 824 8797
Kath Hughes	Administration Support	0113 824 8784
Ian Schofield	Optometric Advisor	0113 825 5085
Philippa Shaw & David MacVeigh	Optometric Advisors	Contact via Kath or Sally

Your Local Optical Committee contact details are:

Devon LOC Email Contacts	
Max Halford	max@devonloc.co.uk
Jonathan Drew	jdrew@devonloc.co.uk
Cornwall LOC Email Contact	
Jon Eva	wolfiemuz@aol.com
Avon LOC Email Contact	
Amar Shah	amarshah@avonloc.co.uk
Somerset LOC Email Contacts	
Charles Greenwood	charles@jclconsulting.co.uk southwest@jclconsulting.co.uk

Best wishes

NHS England South West (South) Eye Health Team

