



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 email our generic email account: england.optometrysouthwest@nhs.net

Contact details for the NHS Eye Health team and LOCs can be found at the end of this bulletin.

June 2019

Please note our new name. NHS England and NHS Improvement came together as of 1 April 2019 to act as a single organisation.

1. Annual Complaints Review 2018/19 – new arrangements (please see attachment)

An Annual Complaints Review is needed to be submitted by each practice, each year, as part of contractual requirements. Details of any written complaints your practice has received during 1st April 2018 – 31st March 2019 concerning NHS services need to be disclosed.

Please see attached briefing document which shows that a national process has now been designed for this purpose. You will need your practice ODS code to be able to access the on-line form. If you do not have this, you will need to contact NHS Digital (contact details on the attachment). Submissions must be made between **22 June 2019 and 19 July 2019** to the NHS Business Services Authority (BSA) via the on-line form. If you need any assistance, please contact the numbers on the attachment or speak to the Eye Health team (contact numbers on page 3).

If you have received no complaints throughout the year you will still need to make a submission accordingly.

2. Non-tolerance criteria

There appears to be some confusion on what is and what isn't non-tolerance.

Firstly, the patient should return to the originating practice unless there is a good reason why they wish to see another practice/optometrist.

The GOS scheme provides support for patients who, exceptionally, cannot tolerate new spectacles which have been made up to a 'clinically correct prescription'.

In such cases, you should annotate the GOS 1 form with the words 're-test/non-tolerance' if a second sight test is necessary. You may only issue a second voucher after receiving the prior approval of NHS England (from your local team) and annotate the GOS 3 form accordingly (including the date and name of the local team official who gave you the approval).

You should not claim if patients are unable to tolerate new spectacles as a result of a mistake, a misjudgement by the prescriber, a mistake by the dispenser, intolerance to the chosen lens form or design, or manufacturing error.

The above statements are taken from the professions published document 'Making accurate claims'.

So, a change in lens form be it single vision, bifocals/trifocals or multifocal resulting in a problem for the patient is not covered by the GOS non-tolerance team.

3. Contract holder

A reminder that the contract holder, whether qualified optometrist or not, is fully responsible for the standards of record card keeping in their practices.

Records must be full, accurate and contemporaneous in all respects.

4. Primary Care Support England (PCSE) – two attachments

Please see latest bulletin from PCSE which contains lots of information.

Following a meeting the Eye Health team had with PCSE we would like to bring a few items to your attention:-

- PCSE have introduced a new on-line form for ophthalmic payment queries. Please see attached details of how to access this.
- Adding and modifying users to PCSE Online so they can receive ophthalmic updates, be able to speak to the customer support centre and raise queries. If you cannot do this via user management, please email pcse.portalenquiries@nhs.net
- Please can you try and not send your completed GOS forms in bulk to PCSE. It would be really helpful if these could be sent in smaller batches.

5. Data security and protection toolkit

This toolkit replaces the Information Governance (IG) toolkit. The DSP toolkit is an online self-assessment tool that allows organisations to measure their performance against the National Data Guardian's 10 data security standards. All organisations that have access to NHS patient data and systems must use this toolkit to provide assurance that they are practising good data security and that personal information is handled correctly.

If your practice hasn't already completed this, please use the link to do so

<https://www.dsptoolkit.nhs.uk/>

6. Contacting the Eye Health team

We aim to give a quick response to any queries or questions you may have. Please can you try to use our generic email address england.optometrysouthwest@nhs.net when contacting our team. If you have a GOS query, please give a brief outline so that we can pass this on to our part-time Advisors to answer, if your query reaches us when they are not in the office.

7. Reminders - As mentioned in previous newsletters:

- Please remember to inform pcse.performerslists@nhs.net of performers leaving/joining practices, together with their performer's list number.
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- **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**
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 Services Near You (was NHS Choices)**

If patients are looking for an optician, you will need to ensure that your contact details are up to date. The email address to register for editing rights for your practice is below, together with the web link so that you can check that your practice details are correct:

nhswebsite.servicedesk@nhs.net

<https://www.nhs.uk/about-us/manage-provider-profiles/>

8. Website for South West opticians

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

This web site currently shows our previous name, ie NHS England South West (South) and will be updated shortly.

The Eye Health Team contact details are:

NHS England & NHS Improvement South West, 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
David MacVeigh	Optometric Advisor	Contact via Kath or Sally

Local Optical Committee contact details are:

Devon LOC Email Contacts	
Max Halford	max@devonloc.co.uk
Jonathan Drew	jdrew@devonloc.co.uk or jonathan.drew1@nhs.net
Cornwall LOC Email Contact	
Jon Eva	kernowekptom@gmail.com
Avon LOC Email Contact	
Amar Shah	chair@avonloc.co.uk
Somerset LOC Email Contacts	
Charles Greenwood	charles@jclconsulting.co.uk southwest@jclconsulting.co.uk

Best wishes

**NHS England & NHS Improvement South West
Eye Health Team**