

## GOS Complaints Briefing April 2019

### National Briefing

Under GOS (General Ophthalmic Services) Regulations 2008, contractors are required to complete and submit an annual form to their Regional Team providing the number of written complaints received in their practice.

For the 2018/2019 Annual Complaints forms submission NHS Business Services Authority (NHSBSA) will be undertaking this on behalf of NHS England.

The completion of the form will be online via the NHSBSA website. The link to the webpage to complete the form can be found on our website:

<http://www.nhsbsa.nhs.uk/what-we-do/ophthalmic-provider-assurance>.

Alternatively you can access the link here:

<https://www.snapsurveys.com/wh/s.asp?k=155203812917>.

You will access the SNAP survey using your ODS code. If you are unsure or do not know your ODS code the Provider Assurance Ophthalmic team will be able to assist you; we will require Contractors Name, first line of address and post code to locate your ODS code. The ODS code is the code used to order stationery.

Alternatively, to locate your ODS code from the NHS Digital ODS Portal, you can use the following link:

<https://odsportal.hscic.gov.uk/Organisation/Search>

The survey opens on Saturday 22 June 2019 at 9am and closes on Friday 19 July 2019 at 11.59pm.

Once the form has been submitted the information cannot be changed. There will be a review page to check your answers before submitting the form.

On the form you will be asked to supply the name of the person submitting the data in case of any queries and an e-mail address.

If there are no complaints contractors are required to submit a zero return.

The collated information from the completed forms will then be shared with the relevant NHS England Regional Teams.

If you have any queries, please contact the Provider Assurance Ophthalmic team via e-mail [nhsbsa.ophthalmicproviderassurance@nhs.net](mailto:nhsbsa.ophthalmicproviderassurance@nhs.net). or telephone 0300 330 9403, lines are open 8.00am till 4.30pm Monday to Friday.