
Optometry Bulletin



NHS England and NHS Improvement - South West

This bulletin is being sent to all General Ophthalmic Service Contractors in Devon, Cornwall, Somerset and Dorset. If you have any questions or wish to provide feedback, please email our generic email account: england.optometricsouthwest@nhs.net

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

February 2020

A warm welcome to our Dorset colleagues.

We would like to take this opportunity to say a huge welcome to our new colleagues and we look forwarding to working with you going forwards.

We are pleased to announce that as of 1 March 2020 the NHS England South West local area team will be responsible for overseeing all our optometry contractors in Dorset.

The South West region has recently undergone a restructuring of its regional area teams and as a result the South West team will now be taking over responsibly from the Wessex team who previously looked after our contractors Dorset.

The South West team will as of 1 March 2020 be responsible for all contractors from the following areas: -

- Devon
- Cornwall & Isles of Scilly
- Somerset
- Dorset

If you have any queries or concerns regarding the above changes then please do not hesitate to contact a member of the South local area team. Our contact details are at the end of this bulletin.

Coronavirus (COVID-19) Updates

Briefing: Primary care providers and the coronavirus (COVID-19)

Please read through the attached briefing on the Coronavirus (COVID-19) from NHS England (NHSE) and Public Health England (PHE) explaining the measures put in place to ensure the safety of all patients and NHS staff while also ensuring services are available to the public as normal.

The briefing explains the approach being taken by the NHS to protect primary care, the ambulance service and our emergency departments so they can operate as usual.



Coronavirus Primary
Care Briefing 180220

Novel Coronavirus (COVID-19) Patient Pathway

Please find attached for your information and reference the Novel Coronavirus (COVID-19) Patient Pathway. The purpose of this document is to set out the minimum operating standards for each element of the patient pathway from identification of a possible COVID-19 case, through co-ordination of required steps and on to discharge.



Covid-19 Patient
Pathway 20022020.p

Please distribute the attached documents where appropriate to your colleagues.

Quality in Optometry (QiO) 2019-2022 Cycle

The 2019-2022 cycle is now open on the Quality in Optometry (QiO) website for you to submit your self-declaration of compliance against the principles of QiO related to your NHS contract.

Please take the time to log onto the website and complete your submission via the following link: -

www.qualityinoptometry.co.uk

Recent Flooding and Adverse Incidents

In light of the recent flooding problems we have been experiencing in our region over the last few weeks, this is a reminder that if your business is affected by any adverse incidents potentially affecting the performance of your contract to report this to your local area team.

If you do hold a Business Continuity Plan for your business now is a timely opportunity to review and ensure its fit for purpose going forwards.

If you need to contact the area team due to an impact on your service delivery, then please email at the address shown at the end of this bulletin.

PRIMARY CARE SUPPORT SERVICES (PCSE)

1. PCSE Ophthalmic Bulletin – February 2020

Please see below the February Edition of the PCSE Ophthalmic Bulletin. This month the focus is on how to get the most from PCSE online Ophthalmic services. The February issue covers: -

- How to register for the Performers List and Ophthalmic Payments
- What to do if you haven't received our original registration letter
- Get help with PCSE User Guides
- What to do if you use a Practice Management System



PCSE Opto Bulletin
Feb 2020_FINAL.pdf

2. Online Ophthalmic Payments Service

The online Ophthalmic payments service provides you with a quicker and easier method of submitting payment claim forms, together with a host of other benefits.

Several Early Adopters who have been using the PCSE Online service over the last two months, have reported that they have seen:

- Reductions in costs from no longer needing to post forms in
- No rejected claims, as all the information and data is verified and validated upfront
- Easier monthly payment reconciliation thanks to now having detailed online statements to review.

3. What you need to do now

Before you can access the service, you will need to be registered on PCSE Online. This applies to anyone whether you are planning to use PCSE Online or your PMS provider's eGOS solution.

PCSE sent out letters inviting you to register for the new service last month. This letter provided your unique access code, and a guide for Contract Holders on how to confirm the User Administrators for their practice.

If you didn't receive a letter or no longer have it and still need to register, please contact the PCSE Customer Support Centre on **0333 014 2884**.

4. Verification on information and data

The next step is for the information and data to be verified and processed onto the system. Once you have been processed then an email will be sent out to you to confirm that your access is live. Please be aware that the verification process can take several days from submitting User Administration information.

Once all data has been verified and processed you can start using the online payments system. You can also access user guides, if you need them, on the PCSE website.

If you are still unsure of what to do or have queries about the new online processes, please visit the PCSE website or contact Customer Support Centre on **0333 014 2884**.

There is also an online help for answers to the most frequently asked questions from PCSE customers which can be found here: [FAQs](#)

5. PCSE want your feedback

As members of the Ophthalmic community PCSE want your feedback on the upcoming online payments service. Let them know what you think. Are you ready for it? Do you have questions on the new online service? Complete the short 5-minute survey to let them know by clicking here: [Survey](#)

6. PCSE (Primary Care Support England) has the responsibility for the delivery of NHS England primary care support services.

For Opticians PCSE provide:

- **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.

Contact details for PCSE

Web: <https://pcse.england.nhs.uk/organisations/opticians/>

PO Box: Primary Care Support England, PO Box 350, Darlington, DL1 9QN

Phone: 0333 014 2884

Enquiry Form: <https://pcse.england.nhs.uk/contact-us/>

Vouchers at a Glance – Latest Version June 2018

Following several of our QiO visits we have noticed the latest version of the Vouchers at a Glance (June 2018) is not being used.

For guidance on the most up to date voucher values and GOS eyesight test minimum intervals please refer to the latest edition of Vouchers at a Glance (June 2018); copy available below.

Please ensure your staff have available for reference the most up to date guidance to ensure no confusion over voucher values when dealing with patients



Vouchers at a
Glance_june2018_fir

Making Accurate Claims in England Guidance

General Ophthalmic Services and Optical Voucher Scheme Guidance can be found by clicking here [Making Accurate Claims](#) This Guide has been produced by the Association of Optometrists and will help you with common questions relating to all Optical Vouchers.

The area team uses this guidance when answering questions that we receive from our contractors to ensure a consistent message is being relayed.

Contract Changes – 3 months’ notice to inform NHS England

If you are going to open a new practice, sell a practice or relocate premises then you need to inform NHS England as soon as possible, ideally **3 months** prior to the agreed end date. The reason for this is so we can help manage your expectations and complete all the behind the scenes work that needs to be done such as payment set up and contract practice visit. A letter on headed paper needs to be sent to the address shown at the end of this bulletin.

Notice of Contract Termination

Please remember to give NHS England **3 months’ formal notice** in writing if you wish to close your practice. We have recently found that a practice has closed without informing us. There are many things to deal with if a practice closure is needed, e.g. the safe keeping of patients’ records; the finalising of outstanding matters, i.e. treatment or collection of glasses and contact lenses, returning blank GOS forms to NHSE and finalising monies due.

Performers – Leaving / Joining

Please remember to inform pcse.performerlists@nhs.net of performers leaving / joining practices, together with their performer’s list number.

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/>

Organisation Data Service (ODS) Portal

Did you know you can look up your ODS code using the ODS Portal provided by NHS Digital? It is important that practice details are kept up to date on ODS and that NHS Digital hold the correct details. The ODS code is also required for using our online forms, including CET submissions.

Please click the link below to the ODS portal:

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

Data Protection (DSP) Toolkit

In our last edition we mentioned that practices should complete the Data security and protection (DSP) toolkit. Whilst this is definitely needed when applying for an nhs.net email, it is not a statutory requirement for each practice to do.

Saying that it is a good piece of work to complete. All organisations that have access to NHS patient data and systems should use this toolkit to provide assurance that they are practising good data security and that personal information is handled correctly. If you would like further information, please use the link <https://www.dsptoolkit.nhs.uk/>

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, i.e. NHS England South West 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.optometrysouthwest@nhs.net		
Web site: https://www.england.nhs.uk/south/info-professional/eye-health/south-west/		
Jenny Collins	Contract Manager	07979308749
Kath Hughes	Administration Support	0113 824 8784
Ian Schofield	Optometric Advisor	07900715499
David MacVeigh	Optometric Advisor	Contact via Kath

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.

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 Contacts	
Alison Hillier	alison@jclconsulting.co.uk
Jon Eva	kernowekoptom@gmail.com
Dorset LOC Email Contacts	
Ian Silk	isilk@hampshireloc.org.uk https://hampshireloc.org.uk/
Somerset LOC Email Contacts	
Alison Hillier	alison@jclconsulting.co.uk
Charles Greenwood	charles@jclconsulting.co.uk ; southwest@jclconsulting.co.uk

Best wishes

NHS England & NHS Improvement South West Eye Health Team