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Temporary Approval to Suspend Signatures on Prescriptions and Ophthalmic Forms

The Secretary of State for Health and Social Care has approved a temporary measure in England to help limit the transmission of coronavirus (COVID-19) by suspending the need for patients to sign prescription, dental and ophthalmic forms for a period of 5 months to 31 March 2021.

As part of the social distancing measures to limit the spread of the coronavirus, regulations came into force in September which enable the Secretary of State to temporarily suspend the need for patient signatures on prescription, dental and general ophthalmic services forms.

Full details are outlined in the following: -

- [Temporary approval to suspend the need for signatures on prescriptions, dental and ophthalmic forms](#)
- [National Health Service \(Coronavirus\) \(Charges and Further Amendments Relating to the Provision of Primary Care Services During a Pandemic etc.\) Regulations 2020](#)

Supporting Optical Professions throughout the Pandemic

Please see below a letter from NHS England & Improvement, the General Optical Council, Association of British Dispensing Opticians (ABDO) and the College of Optometrists regarding supporting optical professions throughout the second Covid-19 wave.



C0864_Letter re
supporting optical p

New Paper GOS Forms

Changes to paper GOS forms

With practices now moving to submitting GOS claims online, the current paper GOS forms are only valid for claims up until 31 January 2021. New style paper forms, designed for use if online claims are not possible, will be in operation from 1 February 2021.

Important note: These forms and vouchers are for use for sight tests from 1 February 2021 only, please continue to use current paper forms until 31 January 2021.

When and how can I order the new style paper forms?

Every practice will have received a contingency pack of the new style paper forms. Please keep these safe but continue to use current paper forms until 31 January 2021. PCSE will let you know as soon as the new style paper forms are available to order via PCSE Online.

Did you know?

You can now say goodbye to outdated paper GOS forms and postage and say hello to online GOS claims and detailed online statements. Find out here: pcse.england.nhs.uk/services/ophthalmic-payments/

What are the benefits to moving online?

1. **Save time and money**
Less resource costs to manually process and post claims.
2. **Reduce your carbon footprint**
Less paper = less postage.
3. **Detailed monthly statements**
Reconciliation has never been easier. Monthly statements include payments by claim type and even link back to individual claims.
4. **Claims are right first time**
The system checks that you've completed all mandatory fields before you submit the claim.
5. **Track your claim**
Log on whenever you want. The status of your claims can be checked online in real-time.
6. **Security and control**
Choose who has access to the various elements of the system.

Changes to Domiciliary Same Day Substitutions

New paper forms

The go live date for new paper forms has been put back to 1 February 2021. Therefore, contractors can continue with old paper GOS 6 (and the old PVN template) for visits up to 31 January 2021 if required.

Same Day Venue Substitutions

The responsibility for authorising same day venue substitutions for domiciliary visits still sits with NHSE/I Regional Teams, and the contractor must continue to keep a record of the approval for future PPV purposes. However, there is no need for NHSE colleagues to notify PCSE when you have authorised such a change.

Contractors using PCSE Online or eGOS - once a contractor has obtained authorisation for a same day venue substitution from yourselves, they need to submit an electronic notification to PCSE. Please see PCSE online screenshot below. 'Approval details' is a free text box, but it is mandatory that something is entered.

GOS 6-Pre Visit Notification(PVN)-Venue Substitution

PVN TO BE SUBSTITUTED	CURRENT VISIT DATE	CURRENT VISIT TIME	NEW VISIT DATE	NEW VISIT TIME
<input type="text" value="PVN To Be Substituted"/> <input type="button" value="Q"/>	<input type="text" value="Current Visit Date"/>	<input type="text" value="Current Visit Time"/>	<input type="text" value="dd/mm/yyyy"/>	<input type="text" value="New Visit Time"/>
PVN TO BE USED	CURRENT VISIT DATE	CURRENT VISIT TIME	NEW VISIT DATE	NEW VISIT TIME
<input type="text" value="PVN To Be Used"/> <input type="button" value="Q"/>	<input type="text" value="Current Visit Date"/>	<input type="text" value="Current Visit Time"/>	<input type="text" value="New Visit Date"/>	<input type="text" value="New Visit Time"/>
APPROVAL DETAILS				
<input type="text" value="Approval Details"/>				
<input type="button" value="Submit"/>		<input type="button" value="Close"/>		

Contractors not submitting electronically – the new PVN (excel) template that contractors will need to use if they are unable to submit their PVNs electronically, includes an option for Same Day Substitutions. Again, it is down to the contractor to submit that to PCSE once they have gained your approval.

For those continuing with the old style PVNs in the interim, the message is they need to obtain approval from NHSE/I for Same Day Substitutions and to ensure they keep a record of all approvals for future PPV purposes. We will be restarting the comms on the new template in December and will be stressing a new paper GOS6 cannot be accepted unless a notification for Same Day Substitution has been submitted by the contractor.

Personal Protection Equipment (PPE) Portal - Common User Questions

If you have questions about when you can place your next order or why items are showing out of stock or any other queries, please see the PPE portal FAQs. They can be found by logging into www.nhs-ppe.co.uk and scrolling to the bottom and selecting help/FAQ. If you have any concerns that aren't answered in these, please do get in touch with the customer service team on 0800 876 6802. The team is available from 7am to 7pm, 7 days a week.

Reminder - Contact Details South West Regional Optometry Team

Reminder that all email communications will now be via the following email address:
england.optometrysouthwest@nhs.net.

Please ensure you use the above email address for all email communications going forwards if your premises fall under one of the regional areas listed below.

The South West region covers the following areas: -

- Bath & North East Somerset
- Bristol
- Cornwall & Isles of Sicily
- Devon
- Dorset
- Gloucestershire
- North Somerset
- South Gloucestershire
- Somerset
- Swindon
- Wiltshire

Please be aware the old email address england.bgs-optometry@nhs.net will no longer continue to be monitored going forwards and your message may not be dealt with.

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. Many thanks.

- Contact Name
- Name of Contractor
- ODS Code

Contract Changes - 3 months' notice to inform NHS England & Improvement

Just a reminder 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. Please put your request in a letter on headed paper and send to england.bgs-optometry@nhs.net

How to contact PCSE if you have a query

All queries need to come to PCSE via the online contact form from now on:

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

Please note the email address pcse.optical@nhs.net is now closed and messages sent to this address will no longer be dealt with.

Useful Information

INFORMATION



NHS England & Improvement – South West Region Optometry Contract Management Team

Team Member	Telephone	Email Address
Kath Hughes	07730 374739	england.optometricsouthwest@nhs.net
Melissa Kendall-Milnes	07730 381340	
Tracey Howes	07730 380479	

Websites

Please see our websites for more information and any blank templates, forms and documents:

[Cornwall & Isles of Scilly, Devon, Bristol, Dorset, North Somerset, Somerset and South Gloucestershire](#)

[BaNES, Gloucestershire, Swindon or Wiltshire](#)

PCSE (Primary Care Support England)

PCSE 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/>