



NHS England and NHS Improvement – South West

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## Contract Administration – NHS Business Services Authority (NHSBSA)

Many of you may now be aware that as of 18 October 2021 NHS Business Services Authority (NHSBSA) have been providing GOS contract administrative support on behalf of the South West Regional Team.

If you wish to apply for a new GOS contract; vary your existing contract; or terminate your existing contract; then please contact NHSBSA directly on [nhsbsa.pao-contractadmin@nhs.net](mailto:nhsbsa.pao-contractadmin@nhs.net)

All the information of how to apply for a GOS Contract and further contract information is outlined in the below briefing letter.



20211011 SW  
Briefing Letter v3 (2).p

## Other Useful NHSBSA Email Contacts

GOS4 Pre-authorisation (for adults): [Nhsbsa.paos@nhs.net](mailto:Nhsbsa.paos@nhs.net)

Contract management queries: [nhsbsa.pao-contractadmin@nhs.net](mailto:nhsbsa.pao-contractadmin@nhs.net)

NHS Mail/any other contractor queries: [Nhsbsa.paos-support@nhs.net](mailto:Nhsbsa.paos-support@nhs.net)

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## Quality in Optometry (QiO)

### 2019-2022 Cycle

The 2019-2022 Quality in Optometry (QiO) Cycle has now drawn to a close and the south west regional team would like to say thank you to all those who have completed their submissions.

Plans are now taking place to visit a number of our contractors in the south west to carry out a QiO visit during the months of August and September. Contractors selected for a visit will be notified in the coming weeks. Visits will be held with a member of the regional team and an NHS England Clinical Advisor either face to face or virtually over Microsoft Teams.

If you have not already done so, could you please ensure you have submitted your QiO submission for the 2019-2022 cycle, this can be done by visiting the website [Quality in Optometry](#)

### New Framework for Quality in Optometry (QiO)

This year will see the introduction of a new framework for QiO. The new framework is currently under final review and once completed the outcome will be shared with all our GOS contractors.

In the meantime, we ask contractors who have already completed the 2019-2022 cycle to not submit any further QiO submissions via the existing platform. For those contractors who wish to make a start on their next submission they can begin to gather information and evidence based on what they have done previously for QiO.

If you have any queries with regards QiO then please do not hesitate to contact the area team via [england.optometricsouthwest@nhs.net](mailto:england.optometricsouthwest@nhs.net)

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## Revised Making Accurate Claims Guidance 2022

Please see below for your reference a revised edition of the Making Accurate Claims Guidance which was issued in March 2022.

The guidance is for General Ophthalmic Services (GOS) contractors, optometrists, dispensing opticians, and ophthalmic medical practitioners (OMPs) providing or performing GOS in England. This guidance is based on the most recent regulations NHS General Ophthalmic Services and optical vouchers and payments regulations in England.



Making Accurate  
Claims England-guic

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## Revised Infection & Prevention Control (IPC) Guidance

Please see below updated guidance on Infection & Prevision Control (IPC) which is designed as an evidence-based practice manual for use by all those involved in care provision in England.

It should be adopted as mandatory guidance in NHS settings or settings where NHS services are delivered.

[NHS England » National infection prevention and control](#)

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## PCSE Update - CET claims window opening soon

The 2021-22 Continuing Education and Training (CET) claims window will open on Friday 1 July 2022. To submit a claim [click here](#)

Submitting a CET claim is quick and easy to do on [PCSE Online](#):

1. Performer logs into PCSE online and creates and signs their CET claim
  2. Contractor signatory logs in and signs and submits the Performer's CET claim
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## Guidance on Monkeypox

We are currently waiting for release of an information pack regarding Monkeypox which we will share with contractors once available. In the meantime, it has been confirmed that if a patient presents to your service and you are concerned about them being a Monkeypox case:

1. Take them in to your consultation space.
  2. Advise that them you are going to put a mask on – use fluid repellent surgical mask (as used during COVID)
  3. Follow the guidance in the principles document, to identify whether the patient is a probably or possible case: the link to the [case definition is here](#). When sharing with your team, we advise using this link, to ensure they are using the most up-to-date advice.
  4. If identified as a probable or possible case:  
And the patient is well, ask them to return home and phone 111 for advice  
Or  
If the patient is unwell, ask them to go to the nearest MIU / Emergency Department.
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## Guidance on Ukrainian Refugees

Please see below interim guidance on processing claims for Ukrainian Refugees.

PCSE will be sending out a communication to all contractors shortly for the primary care bulletin to confirm ongoing arrangements.

Interim arrangements currently are:

- Do not refuse treatment or see Ukrainian visa scheme arrivals privately

- Check if the patient already has the eligibility evidence, e.g. a HC2 certificate, proof of benefits entitlement, but if not;
- Tick Universal Credit as the eligibility criteria and Evidence not seen, for children their age would be the eligibility
- Document the patient's circumstances clearly in the patient record

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## PCSE - Ophthalmic Payment Queries

If you have an ophthalmic payment queries you need to contact PCSE via the online contact form by using the following link:

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

PCSE will provide support and respond to you on all queries relating to: -

- Batch Header Requests/Query
- Cancel a GOS Claim
- CET Grant Claims
- Domiciliary Visit Notifications Query
- GOS Payment Statement
- HC5 Patient Refund Query
- GOS Payment Query
- New Contractor Set Up
- Portal Set up queries
- Pre Reg-Training Grant
- Rejected Claim Forms
- Approved Signatories

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## Reminder - Contact Details South West Regional Optometry Team

Reminder that all email communications will now be via the following email address:  
[england.optometricsouthwest@nhs.net](mailto:england.optometricsouthwest@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

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## 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



## Useful Information

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

Team Member	Telephone	Email Address
Melissa Kendall - Milnes	07702 427588	<a href="mailto:england.optometricsouthwest@nhs.net">england.optometricsouthwest@nhs.net</a>
Tracey Howes	07730 380479	
Kath Hughes	07730 374739	
Clinton Chisholm	07783 818787	
Helen Oakes	07752 781585	

## Website

Please see our website for more information and any blank templates, forms and documents [here](#)

### Primary Care Support England (PCSE)

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/>