

NHS ENGLAND – Hampshire and Dorset (SOUTH)

INFORMATION FOR OPTOMETRISTS AND GOS CONTRACTORS

Please keep this information for reference and ensure that all members of your team (including locums) are made aware of it.

The address of NHS England - South (Wessex) is:

NHS England – South (Wessex)
Oakley Road, Southampton, Hampshire, SO16 4GX

The switchboard number is: 02380 513985

The main point of contact for optometry contracts is Helen Wardle.

Members of the Primary Care Team responsible for ophthalmic contracts are:

Administration Support Officers:	Admin Line – Karen Denham karen.denham1@nhs.net Jo Dickson joanne.dickson3@nhs.net
<i>Please use the generic email address and admin phone number above for all general enquiries and for submitting information.</i>	england.wessexoptometry@nhs.net
Primary Care Commissioning Support Managers:	Helen Wardle helen.wardle@nhs.net Tim Perriment tim.perriment@nhs.net
Primary Care Commissioning Assistant	Mary Curtis mary.curtis2@nhs.net
Primary Care Contracts Manager:	Leslie Riggs leslieriggs@nhs.net
Optometric Advisers	Steve Taylor steve.taylor16@nhs.net

Complaints

If a patient wishes to complain they can either contact the optometry practice or NHS England as follows:

By post: NHS England, PO Box 16738, Redditch, B97 9PT

Electronically using the email address: england.contactus@nhs.net

Please write 'For the attention of the Complaints Manager' in the subject line.

By telephone

0300 311 22 33 (Monday to Friday 8am to 6pm, excluding English Bank Holidays)

Please signpost patients who may require or benefit from receiving advocacy support when wishing to make a complaint about NHS services in Hampshire & Dorset:

There are four Healthwatch offices that handle complaints in Hampshire:

<p>Healthwatch Portsmouth (Portsmouth only) 3 St George's Business Centre St George's Square Portsmouth Hampshire PO1 3EY Telephone: 023 9397 7079 Website: www.healthwatchportsmouth.co.uk</p>	<p>Healthwatch Southampton (City) The Voluntary Action Centre Kingsland Square Southampton SO14 1NW Telephone: 02380 216 018 Website: www.healthwatchesouthampton.co.uk</p>
<p>Freepost RTHH-KGST-ZRBC Healthwatch Hampshire Westgate Chambers Staple Gardens Winchester SO23 8SR Telephone: 01962 440 262 Website: www.healthwatchhampshire.co.uk</p>	<p>SEAP Isle of Wight Telephone: 0300 3435712 Email: isleofwight@seap.org.uk Minicom: 01424 457601</p>

For patients who live in Dorset:

Dorset Advocacy Service (whole of Dorset)

Unit 13-15
Jubilee Court
Paceycombe Way
Poundbury
DT1 3AE

Telephone: 0300 343 7000

Email: nhscomplaints@dorsetadvocacy.co.uk

Website: <http://www.dorsetadvocacy.co.uk/page54.html>

The information below relates to the areas that NHS England Wessex – South (Wessex) has responsibility for.

Who do I send the following information to:	
GOS claims & Prior Notifications	PCS England (Capita)
Pre-Registration Trainee Claims	PCS England (Capita)
CET Claims	PCS England (Capita)
Counter Signatory Forms	NHS England - South (Wessex)
NHS Annual complaints	NHS England - South (Wessex)
Who do I make the following applications to?	
New GOS contracts	NHS England - South (Wessex)
Termination of GOS contracts	NHS England - South (Wessex)
Changes of address	NHS England - South (Wessex)
Changes of directors	NHS England - South (Wessex)
Change of hours	NHS England - South (Wessex)
Change of contract type	NHS England - South (Wessex)
Insolvency	NHS England - South (Wessex)
OMP 24 hour retirement	NHS England - South (Wessex)
Performer List	PCS England (Capita)
Who...	
Payment issues	PCS England (Capita)
GOS claim queries	PCS England (Capita)
GOS4 adult pre-approvals	NHSBSA
PPV visits	NHSBSA
Compliance/ monitoring visits	NHS England - South (Wessex)
CAS Alerts	NHS South, Central and West Commissioning Support Unit
Where can I get....?	
GOS forms	PCSE Portal
CET claim forms	Department of Health website
Pre Reg Trainee forms	PCS England (Capita)
Counter signatory form	NHS England – South (Wessex)
Who authorises the following payments?	
HC5 patient refunds	PCS England (Capita)

Other useful addresses and contact details:

<p>Address Primary Care Support England (PCSE) PO Box 350 Darlington DL1 9QN</p> <p>Website for useful information http://pcse.england.nhs.uk/</p>	<p>If you would like to courier forms to PCSE there is a separate address courier firms should use:</p> <p>Capita Intelligent Communications Building 17, Units 2 & 6 Lingfield Point McMullen Road DARLINGTON DL1 1RW</p>
<p>Performers List</p> <p>Phone: 0333 014 2884</p> <p>Option 1 – Medical Records Option 2 – Supplies or Portal Option 3 – All Payments including Ophthalmic and Pensions Option 4 – Market Entry and Performer Lists Option 5 – Screening Option 6 – Patient Services and Open Exeter Option 7 – Other</p> <p>Email PCSE.enquiries@nhs.net</p>	<p>PCSE Portal for Stationery Orders</p> <p>http://pcse.england.nhs.uk/</p> <p>Phone: 0333 014 2884</p> <p>Option 1 – Medical Records Option 2 – Supplies or Portal Option 3 – All Payments including Ophthalmic and Pensions Option 4 – Market Entry and Performer Lists Option 5 – Screening Option 6 – Patient Services and Open Exeter Option 7 – Other</p> <p>Email PCSE.enquiries@nhs.net</p>

<p>GOS Payment and Queries</p> <p>Please use the new online form to submit your enquiries to PCSE.</p> <ul style="list-style-type: none"> • Please visit the Contact Us page of the PCSE website • Scroll down to the enquiries form and select 'Ophthalmic Payments' from the drop-down box • Enter the required details as requested on the form • Keep a record of your case reference number and use it in any subsequent correspondence about your query. <p>http://pcse.england.nhs.uk/</p>	<p>GOS4 Adult Pre-authorisation</p> <p>All claims for adult GOS 4 vouchers will need to be pre-approved by NHSBSA.</p> <p>Contact the NHSBSA on 0300 330 9403 between 08:00 and 16:30 Monday to Friday.</p>
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