

## Useful Contacts for Eye Care and Eye Health Surrey, Sussex and Kent

### NHS England & NHS Improvement Regional Local Office

For GOS contract enquiries and GOS contractor support, please contact us by email:



Email us: [england.southeastoptometry@nhs.net](mailto:england.southeastoptometry@nhs.net)

When emailing NHS England, please include the following information in the body of your email:

- Your name
- Your practice name, address and postcode
- Your telephone number
- Your Payments Contractor number (which can be found on your GOS submission headers)

**Eye Care and Eye Health Contracting Team  
NHS England - South (South East)  
York House  
18-20 Massetts Road  
Horley  
Surrey  
RH6 7DE  
Tel 0113 825 0633 / 0113 825 4700**

\*Calls to 0113 landlines will be charged at your provider's local rate

### NHS England National Contact centre

For Public Enquiries, Complaints or Information under Freedom of Information Act

**NHS ENGLAND  
PO BOX 16738  
REDDITCH  
B97 9PT**

**Tel: 0300 311 22 33**  
[england.contactus@nhs.net](mailto:england.contactus@nhs.net)

## Primary Care Support England – PCSE

For administrating monthly payments of GOS forms, processing Continuing Education and Training (CET) payments, deducting local Optical Committee levies

Address	Email
<p><b>PCSE</b> Enquiries, PO Box 350, Darlington, Leeds DL1 9QN</p> <p>Tel: 0333 0142 884</p>	<p><b>For all enquiries please complete a Contact Form</b></p> <p style="text-align: center;"><a href="https://pcse.england.nhs.uk/contact-us/">https://pcse.england.nhs.uk/contact-us/</a></p> <p>Please visit the ‘Contact us’ page of the PCSE website at: <a href="http://www.pcse.england.nhs.uk">www.pcse.england.nhs.uk</a></p> <p style="text-align: center;">•</p> <p>Select ‘Ophthalmic Payments’ from the drop-down menu under Enquiries</p> <p style="text-align: center;">•</p> <p>Enter the required details as requested on the form</p> <p style="text-align: center;">•</p> <p>Keep a record of your case reference number and use it in any subsequent correspondence about your query.</p> <p style="text-align: center;">•</p> <p>To submit an enquiry via the online form you will need your: ODS code (also known as TP code), which begins with ‘TP’ followed by 3 alpha/numeric characters. If you do not know the ODS code for your practice you should contact the Exeter Helpdesk on 0300 3034 034 or E-mail: <a href="mailto:exeter.helpdesk@nhs.net">exeter.helpdesk@nhs.net</a></p> <p style="text-align: center;">•</p> <p>Payment System Code: This is your Contractor Code and PCT Code which can be found in the two boxes on the top right corner of your GOS submission headers e.g. 5C5 121</p> <p style="text-align: center;">•</p> <p>If you have raised a query and have a PCSE case number which you feel is still not being resolved please email <a href="mailto:pcse.optomengagement@nhs.net">pcse.optomengagement@nhs.net</a></p>

## GOS 4 adult approvals

The process for pre-authorising a GOS 4:

1. Patient aged over 16 goes to GOS contractor, asks for a repair or replacement and explains why it is required.
2. GOS contractor rings NHSBSA on **0300 330 9403** between 08:00 and 16:30 Monday to Friday and explains the circumstances of the request. Please note all queries must be made by GOS contractors, if patients contact NHSBSA directly they will be directed back to the appropriate contractor.
3. NHSBSA will then assess the claim against the list of pre-defined medical conditions. For a voucher to be authorised, the cause of the repair and replacement must be linked to an underlying medical condition. Medical conditions include:

Alcoholism/ Substance Abuse

Arthritis

Brain Injury

Dementia

Diabetes

Epilepsy

Heart Attack

Huntington's disease

Learning Disability

Mental Health Condition

Motor Neurone Disease

Multiple Sclerosis

Muscular Dystrophy

Stroke

Vertigo

Visual Impairment

4. Should the contractor encounter a medical condition which is not on this list, NHSBSA will escalate to a clinical adviser for further review. NHSBSA will endeavour to resolve any such cases as quickly as possible.
5. If the request is not approved the NHSBSA will provide the contractor with a reason and log the details of the call.
6. If the request is approved, NHSBSA will provide the contractor with the following:
  1. 10 digit authorisation code
  2. Approver Name
  3. Date of approval

The contractor must update part 3 of the GOS 4 voucher with each of these pieces of information. The contractor should then also tick the approved box in part. Failure to update the form with each of these pieces of information may result in payment being rejected.

Please note the contractor must also complete the rest of the GOS 4 form in full, including specifying the reason for the GOS 4 in Part 1.

The voucher form should then be submitted to PCSE for payment

## Second Pair Approvals

Process to apply for a Second Pair voucher:

1. Complete the Second Pair Voucher application form on the patient's behalf available at <https://www.england.nhs.uk/south-east/our-work/info-professionals/eye-health/kss/>
2. Submit the completed application form to [england.southeastoptometry@nhs.net](mailto:england.southeastoptometry@nhs.net) by secure email if you have an nhs.net account, encrypted email or by fax or post.
3. We will normally notify you of their decision within one week.
4. Once you have received a decision, you must retain a copy of the application form for your records for post payment verification purposes.
5. If the application has been approved, you should submit a GOS 3 to PCSE for payment.

## Non-tolerance approvals

Process to apply for non-tolerance voucher:

- Complete the Non-tolerance voucher application form on the patient's behalf available at <https://www.england.nhs.uk/south-east/our-work/info-professionals/eye-health/kss/>
2. Submit the completed form to [england.southeastoptometry@nhs.net](mailto:england.southeastoptometry@nhs.net) by secure email if you have an nhs.net account, encrypted email or by fax or post.
  3. We will normally notify you of their decision within one week.
  4. Once you have received a decision, you must retain a copy of the application form for your records for post payment verification purposes.
  5. If the application has been approved, you should submit a GOS 3 to PCSE for payment.

## Performer Enquiries

<p><b>National Performer List</b></p> <p><b>National Performers List Applications and queries</b></p>	<p><a href="https://www.performer.england.nhs.uk/">https://www.performer.england.nhs.uk/</a></p> <p><a href="mailto:pcse.performerlists@nhs.net">pcse.performerlists@nhs.net</a></p>
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## Local Optometry Committees (LOC)

Area	Email
Kent	<a href="mailto:charles@jclconsulting.co.uk">charles@jclconsulting.co.uk</a>
Surrey	<a href="mailto:office@surreyloc.org.uk">office@surreyloc.org.uk</a>
West Sussex	<a href="mailto:lynn@meadscroft.co.uk">lynn@meadscroft.co.uk</a>
East Sussex	<a href="mailto:charles@jclconsulting.co.uk">charles@jclconsulting.co.uk</a> ; <a href="mailto:michelle@jclconsulting.co.uk">michelle@jclconsulting.co.uk</a> <a href="mailto:office.eastsussexloc@gmail.com">office.eastsussexloc@gmail.com</a>

<b>Clinical Commissioning Groups (CCGs)</b> Community Enhanced Schemes (not GOS)	
<b>Kent</b>	
NHS West Kent CCG	<a href="mailto:James.Ransom@nhs.net">James.Ransom@nhs.net</a>
NHS Canterbury & Coastal & NHS Ashford CCG	<a href="mailto:paula.smith5@nhs.net">paula.smith5@nhs.net</a>
NHS Thanet and NHS South Kent Coast CCG	<a href="mailto:paula.smith5@nhs.net">paula.smith5@nhs.net</a>
NHS Medway & NHS Swale	<a href="mailto:jim.loftus@nhs.net">jim.loftus@nhs.net</a>
NHS Dartford, Gravesham and Swanley	<a href="mailto:jo.beech@nhs.net">jo.beech@nhs.net</a> <a href="mailto:lwona.luczynska-ngody@nhs.net">lwona.luczynska-ngody@nhs.net</a>
<b>Surrey</b>	
NHS Surrey Heath CCG	<a href="mailto:charlotte.keeble@nhs.net">charlotte.keeble@nhs.net</a> <a href="mailto:fiona.andrews3@nhs.net">fiona.andrews3@nhs.net</a>
NHS North West Surrey CCG	<a href="mailto:narinder.bedi1@nhs.net">narinder.bedi1@nhs.net</a> – Narinder Bedi <a href="mailto:caroline.bedford1@nhs.net">caroline.bedford1@nhs.net</a>
NHS Guildford and Waverley CCG	<a href="mailto:caroline.bedford1@nhs.net">caroline.bedford1@nhs.net</a>
NHS East Surrey CCG	<a href="mailto:james.miller12@nhs.net">james.miller12@nhs.net</a> <a href="mailto:emma.vince@nhs.net">emma.vince@nhs.net</a>
NHS Surrey Downs CCG	<a href="mailto:caroline.bedford1@nhs.net">caroline.bedford1@nhs.net</a> <a href="mailto:emma.carraro@nhs.net">emma.carraro@nhs.net</a>
NHS N E Hampshire & Farnham CCG	<a href="mailto:l.pennington@nhs.net">l.pennington@nhs.net</a> – Lauren Pennington
<b>East Sussex</b>	
NHS Eastbourne, Hastings & Lewes CCG	<a href="mailto:kay.muir@nhs.net">kay.muir@nhs.net</a>

NHS High Weald Lewes & Havens CCG	<a href="mailto:c.huff@nhs.net">c.huff@nhs.net</a> – Caroline Huff
NHS Brighton & Hove	<a href="mailto:Katie.chipping@nhs.net">Katie.chipping@nhs.net</a> Katie Chipping <a href="mailto:r.cottam@nhs.net">r.cottam@nhs.net</a> – Rachel Cottam
<b>West Sussex</b>	
NHS Horsham and Mid Sussex & Crawley CCG	<a href="mailto:Victoria.hill12@nhs.net">Victoria.hill12@nhs.net</a> – Victoria Hill
NHS Coastal West Sussex CCG	<a href="mailto:kwilcox@nhs.net">kwilcox@nhs.net</a> – Kevin Wilcox

<b>NHS Business Services Authority: Post payment Verification (PPV) Checks and Annual Complaints Reports</b>
Email: <a href="mailto:nhsbsa.opthalmicproviderassurance@nhs.net">nhsbsa.opthalmicproviderassurance@nhs.net</a>
Website: <a href="https://www.nhsbsa.nhs.uk/opthalmicproviderassurance">https://www.nhsbsa.nhs.uk/opthalmicproviderassurance</a>

<b>Optical Confederation Body Contacts:</b>
Association of British Dispensing Opticians (ABDO) <a href="mailto:bduncan@abdolondon.org.uk">bduncan@abdolondon.org.uk</a>
Association of Optometrists (AOP) <a href="mailto:regulation@aop.org.uk">regulation@aop.org.uk</a>
Federation of (Ophthalmic and Dispensing) Opticians (FODO) <a href="mailto:optics@fodo.com">optics@fodo.com</a>

<b>Referrals to Primary Care Booking Service – Kent only</b>
Practitioners who have NHS.net email and work in an area where referrals are sent to the Primary Care Booking Service can now do so by email to : <a href="mailto:WKCCG.PCBS-COT@nhs.net">WKCCG.PCBS-COT@nhs.net</a>

<b>NHS.net IT support</b>
The NHSmail Training and Guidance pages are available at <a href="http://www.nhs.net">www.nhs.net</a> via the 'tools' icon (spanner/screwdriver) when logged into your account. If you need additional help, the NHSmail helpdesk is available 24 hours a day, 7 days a week on <b>0333 200 1133</b> or

[helpdesk@nhs.net](mailto:helpdesk@nhs.net)

### ODS Code

An ODS code is a unique organisation and site code identifier for anyone in connection with NHS GOS services.

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

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

### NHS.net IT support – Surrey Heath only

NHS.net IT support for  
Surrey Heath CCG

Surrey Heath CCG Optometrists:

On Line Self Service portal:

<https://scw.topdesk.net/tas/public> Tel: 0300 5610550

queries: SCWCSU.ITPSO@nhs.net

### Safeguarding Contacts

**Surrey &  
Sussex / Kent  
& Medway**

If a child or vulnerable adult is at immediate risk call the Police tel: 999

Advice on when to suspect child maltreatment:

<http://www.nice.org.uk/guidance/cg89>

To report concerns, contact your County's advice line as below

### Sussex Safeguarding and Child Protection Contacts

Local contacts can be found here:

<http://sussexchildprotection.procedures.org.uk/yqkth/appendices/local-contact-details#s336>

Pan Sussex local safeguarding and protection procedures:

<http://sussexchildprotection.procedures.org.uk/>

### Surrey Safeguarding and Child Protection Contacts:

Local contacts and Procedures can be found here:

<http://www.surreyscb.org.uk/professionals/concerned-about-a-child/>

### Kent and Medway Safeguarding and Child Protection Contacts

Local contacts and Procedures can be found here:

<https://www.kscmp.org.uk/procedures>

*Child protection*

Tel: **03000 41 11 11**

Tel: **03000 41 61 61**

*Adult protection*

Or email: [social.services@kent.gov.uk](mailto:social.services@kent.gov.uk)

If outside of normal office hours, for example during the night, call **03000 41 91 91**

### Support for Health costs

Useful links for help with costs

<https://www.nhs.uk/NHSEngland/Healthcosts/Pages/Eyecarecosts.aspx>

<https://www.nhs.uk/NHSEngland/Healthcosts/Pages/universal-credit.aspx#entitlement>

Or refer to NHS UK <https://www.nhs.uk/> or [www.gov.uk](http://www.gov.uk)

### Patient's Eligibility Check for Pension Credit Guarantee

0800 7310469

[www.pensionservice.gov.uk](http://www.pensionservice.gov.uk)

### Domiciliary Providers (Home Visits)

<https://www.england.nhs.uk/south-east/our-work/info-professionals/eye-health/kss/>