

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

For general enquiries and contractor support, please contact us by email:  
[england.southeastoptometry@nhs.net](mailto:england.southeastoptometry@nhs.net)

NHS England local office postal address:

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 4660 / 0113 825 4700

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

Ophthalmic Payments and Performer Teams Primary Care Support England			
Area	Address	Telephone	Email
Kent/Surrey/Sussex	PCSE Enquiries, PO Box 350, Darlington, Leeds DL1 9QN	0333 0142 884	<a href="mailto:PCSE.enquiries@nhs.net">PCSE.enquiries@nhs.net</a>

**NB The following functions are undertaken by Capita as a single operator at the customer contact centre - [pcse.enquiries@nhs.net](mailto:pcse.enquiries@nhs.net)**

- National Performers List Applications and queries

CET claims, GOS payments, GOS4 approvals, Online Portal / Stationery Ordering.

\*If you require approval for a GOS4 you can obtain this by either emailing the details to [pcse.optical-leeds@nhs.net](mailto:pcse.optical-leeds@nhs.net) or by contacting our contact centre on 0333 0142 884

- Domiciliary notifications (only send by email if you have an nhs.net email account) otherwise FAX to: 0113 277 6912

Any complaints about the above functions should be reported to Capita either by email, or telephone 0333 014 2884 or by completing a feedback form at [www.pcse.england.nhs.uk/contact/](http://www.pcse.england.nhs.uk/contact/)

More information can be found on Capita website <http://pcse.england.nhs.uk/opticians/>

<b>Stationery and Supplies</b> Primary Care Support England
<a href="https://secure.pcse.england.nhs.uk">https://secure.pcse.england.nhs.uk</a>  To register visit <a href="http://www.pcse.england.nhs.uk/register">www.pcse.england.nhs.uk/register</a>

<b>Performer Enquiries</b> Primary Care Support England	
National Performer List	<a href="https://www.performer.england.nhs.uk/">https://www.performer.england.nhs.uk/</a>

<b>Local Optometry Committees (LOC)</b>	
Area	Email
Kent	<a href="mailto:charles@jclconsulting.co.uk">charles@jclconsulting.co.uk</a>
Surrey	<a href="mailto:graham.ackers@thcollison.co.uk">graham.ackers@thcollison.co.uk</a>
West Sussex	<a href="mailto:lynn@meadscroft.co.uk">lynn@meadscroft.co.uk</a>
East Sussex	<a href="mailto:thurka_uk@yahoo.com">thurka_uk@yahoo.com</a>

<b>Safeguarding Contacts</b>	
Surrey & Sussex / Kent & Medway	<p>If a child or vulnerable adult is at immediate risk call the Police tel: 999</p> <p>Advice on when to suspect child maltreatment:  <a href="http://www.nice.org.uk/guidance/cg89">http://www.nice.org.uk/guidance/cg89</a></p> <p>To report concerns contact your County's advice line as below</p>

<b>Sussex Safeguarding and Child Protection Contacts</b>
<p>Local contacts can be found here:  <a href="http://sussex.procedures.org.uk/yqkth/appendices/local-contact-details">http://sussex.procedures.org.uk/yqkth/appendices/local-contact-details</a></p> <p>Pan Sussex local safeguarding and protection procedures:  <a href="http://sussex.procedures.org.uk/">http://sussex.procedures.org.uk/</a></p>

Surrey Safeguarding and Child Protection Contacts:
Local contacts and Procedures can be found here:  <a href="http://www.surreyscb.org.uk/professionals/concerned-about-a-child/">http://www.surreyscb.org.uk/professionals/concerned-about-a-child/</a>

Kent and Medway Safeguarding and Child Protection Contacts	
Local contacts and Procedures can be found here:  <a href="http://www.kscb.org.uk/procedures/child-in-need-chin">http://www.kscb.org.uk/procedures/child-in-need-chin</a>	
<i>Child protection</i>	Tel: <b>03000 41 11 11</b> email <a href="mailto:social.services@kent.gov.uk">social.services@kent.gov.uk</a> .
<i>Adult protection</i>	Tel: <b>03000 41 61 61</b> or email <a href="mailto:social.services@kent.gov.uk">social.services@kent.gov.uk</a> If outside of normal office hours, for example during the night, call <b>03000 41 91 91</b>