

Optometry Bulletin

April 2018

This bulletin is being sent to all General Ophthalmic Service Contractors across the South West. If you have any questions or wish to provide feedback, please e-mail our generic email account: england.optometricsouthwest@nhs.net

1. The Role of LPN Networks Led by the LPN Chair / Structure & Membership of Eye Health LPN – South West

We would like to share with you some important news regarding our local Eye Health Network; after much debate and deliberation we are looking to recruit two Chairs one for the South of our region and the other for the North. Please find attached an outline of the structure of the network and simple details of the role of the Chair. Anyone wishing to express an interest in the position or simply wishing to find out more about what is involved should contact Janet Newport, Contracts Manager for Eye Health, for more details by way of the generic optometry email address – england.optometricsouthwest@nhs.net

2. Quality in Optometry (QiO)

We are very pleased to report that all submissions have been received for the opticians in our area- Thank you. Contract assurance visits are currently being arranged and those contractors selected for a visit will receive notification by the end of April 2018.

3. GOS4 Claims (for adult patients aged 16 years and over)

It appears that some practices are forwarding GOS4 claims direct to PCSE for approval. Please note that this is not the correct process at this time. For some time now we have been asking for original copies of the completed GOS4 claim form to be forwarded to NHS England, Saltash address. Forms will then be reviewed and approved/not approved by one of our Optometric Advisors. Please refer to Part 3 of the GOS4 application form. The original form will be returned to your practice showing what has been approved and then you will be able to submit your claim. Please note that this also includes requests for second pairs and non-tolerance requests.

This process is being reviewed by NHSE centrally and it is likely that this will change in the near future. Until such times please ensure you follow the process as detailed above.

4. Notice of Contract Termination - Important

Unfortunately we are still finding that NHSE are not being informed when a practice closes or an Additional Services contract is no longer required. We are finding that practices have closed without informing patients of the changes or taking steps to ensure that patient record cards are accessible to fellow clinicians and or being stored safely.

Contractors are advised that if they wish to terminate their GOS contract with NHS England, or intend to sell the practice to another contractor they are required, as per Section 144, 145 of the GOS Contract, to give **3 months formal notice in writing**.

Those who wish to take over pre-existing premises and/or GOS contract should be aware that this requires a new contract application or an application to issue a deed of variation to their existing contract and written notice. It is the view of NHSE that a 3 month lead time may be necessary to ensure that a practice inspection, queries and administration paperwork can be finalised. Please note that if we have not received sufficient notice or are not informed of the termination/practice closure/sale of business this could result in a breach of contract.

5. Changes to Contract Details / GOS Hours/ Premises/ Directors or Performers

Please remember to let us know of any changes to your opening times or GOS hours, new applications, contract variations or performer details via our generic email account england.optometrysouthwest@nhs.net

6. Update regarding support for deaf patients

Following discussion with individuals from the deaf community, it would be helpful if providers are able to inform patients who their interpreter will be ahead of their appointment e.g. via text message.

When making a referral for a deaf patient, it is important that the referral includes information that the patient requires additional support, such as the opportunity to book the appointment via text. It has been brought to our attention that deaf patients are often receiving letters asking them to ring a booking line to make an appointment

7. NHS Choices – please ensure your practice details are up to date

Please can we remind practices to ensure that their details are up to date on NHS Choices. If you need to register or have any problems accessing/editing the information for your practice on the website, the Choices team email address is thechoicesteam@nhschoices.nhs.uk

8. Details of a new organization fighting fraud in the NHS

The NHS Counter Fraud Authority (NHSCFA) is a new special health authority tasked to lead the fight against bribery fraud and corruption in the NHS. The NHSCFA is independent from other authorities and is directly accountable to the Department of Health. Should you have any reason to report fraud, bribery or corruption affecting the NHS. You can call our anonymous, 24-hour reporting line on **0800 028 40 60** (powered by Crimestoppers) or you can report online, completely confidentially, at www.cfa.nhs.uk/reportfraud

9. Applying for an NHS.net email account

We are strongly encouraging all contractors to have an NHS.net mail account. If you wish to apply for an NHS.net email account please complete the [NHSmial account application form](#) and return it, with a copy of your Information Governance (IG) toolkit certificate to england.optometrysouthwest@nhs.net

10. Website

NHS England has created a website which we hope you will find useful.

<https://www.england.nhs.uk/south/info-professional/eye-health/south-west/>

Please use the link above to find Application forms; contact details of LOCs in the South West; links for NHS Choices; how to apply for an NHS.net email account; the latest Optometry Bulletin; contact details for Performers list and PCSE (stationery and GOS4 forms, payment queries and submissions); and Safeguarding links for concerns with adults or children.

If there is anything else you would like us to add to the website please drop us an email england.optometricsouthwest@nhs.net

The Optometry Team contact details are:

NHS England South (South West) Eye Care Team, Peninsula House, Kingsmill Road, Tamar View Industrial Estate, Saltash, PL12 6LE		
Generic email account: england.optometricsouthwest@nhs.net		
Web site: https://www.england.nhs.uk/south/info-professional/eye-health/south-west/		
Janet Newport	Contract Manager	0113 824 8777 -
Michele Toy	Primary Care Support	0113 824 9612
Sally Dutton	Primary Care Support	0113 824 8797
Kath Hughes	Administration Support	0113 824 8784
Ian Schofield	Optometric Advisor	0113 825 5085
Philippa Shaw & David MacVeigh	Optometric Advisors	Contact via Kath or Sally

Your Local Optical Committee contact details are:

Devon LOC Email Contacts	
Max Halford	max@devonloc.co.uk
Jonathan Drew	jdrew@devonloc.co.uk
Cornwall LOC Email Contact	
Jon Eva	wolfiemuz@aol.com
Avon LOC Email Contact	
Amar Shah	amarshah@avonloc.co.uk
Somerset LOC Email Contacts	
Charles Greenwood	charles@jclconsulting.co.uk southwest@jclconsulting.co.uk

Best wishes

NHS England South (South West) Eye Care Team