

**i-Health**



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**i-Health Newsletter - April 2019**  
**NHS England South West (North)**

**Please send this newsletter to your work colleagues.**

Please email us on [england.bgs-w-optom@nhs.net](mailto:england.bgs-w-optom@nhs.net) if:

- You don't usually receive these newsletters but would like them emailed directly to you, or
- There is anything you think would be useful as part of the newsletter content.

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**Translation  
and  
Interpretation**

**New Translation and Interpretation provider starting 1st April 2019**

From the 1st April 2019, NHSE England South West (North) has commissioned DA Languages Ltd will provide interpretation and translation services to Optometrists, Dentists and Pharmacies in BaNES, Gloucestershire, Swindon and Wiltshire. From today onwards, they will be accepting your bookings for on or after the 1st April 2019.

If you haven't received communication from DA Languages yet, it may be that we do not have your up to date contact details.

DA Languages will also be providing a telephone service which you should have all received your pin for which you will need to quote when accessing this service.

As this is a new provider of this service we would love to hear from you if you have used the service already, how you found the booking system and any feedback you may have. Please email [england.bgs-sw-optom@nhs.net](mailto:england.bgs-sw-optom@nhs.net)



**Brexit**

**Brexit operational readiness guidance for the health and care system in England**

You will all be aware that the Government has agreed a further extension of the EU exit date to 31st October 2019. This means that the 12th April, is no longer the legal default to leave the EU without a deal.

If the Withdrawal Agreement is ratified by both sides before the 31st October, then the UK will leave the EU earlier, with a deal. However, it is important to note the legal default in UK and EU law remains that, until a deal is agreed and ratified, there is a risk of a no deal exit at the end of the extension period on 31st October 2019.

Contractors are still advised to familiarise themselves with the latest Government guidance on preparing for the possibility of a no-deal Brexit. NHS England has published a letter to support primary care contractors in their no-deal Brexit preparations. This letter is a companion to the EU Exit Operational Readiness Guidance, which was first issued in December 2018. More information is available on the website.

NHS England will keep contractors updated when the situation changes.



**Annual Complaints Return**

**Annual Complaints Return 2018-2019**

Under GOS (General Ophthalmic Services) Regulations 2008, contractors are required to complete and submit an annual form to their Regional Team providing the number of written complaints received in their practice.

For the 2018/2019 Annual Complaints forms submission NHS Business Services Authority (NHSBSA) will be undertaking this on behalf of NHS England.

The completion of the form will be online via the NHSBSA website.

The link to the webpage: <http://www.nhsbsa.nhs.uk/what-we-do/ophthalmic-provider-assurance>

You will access the survey using your ODS code which usually starts with TP\*\*\*\*. If you are unsure or do not know your ODS code, then please email the area team via [england.bgswoptom@nhs.net](mailto:england.bgswoptom@nhs.net)

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

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

The survey will open on Saturday 22 June 2019 at 9am and closes on Friday 19 July 2019 at 11.59pm and we will send out more information nearer the time.







**Post Payment Verification (PPV)**




**Post Payment Verification (PPV)**

Between June and December 2018, NHS Business Services Authority (NHSBSA) delivered a Post Payment Verification (PPV) pilot on behalf of NHS England in the Wessex and West Yorkshire/ Harrogate areas. The pilot was designed to assist in the effective management of ophthalmic contractors through data analysis, post payment verification and review exercises. The ultimate aim of these activities was to reduce error, deter potentially fraudulent activity and positively affect behaviour change.

After the conclusion of the pilot, an evaluation was completed which determined that the PAO Service had demonstrated that a centralised and standardised approach was effective, and the aims of the pilot had been met. Following the evaluation, NHSBSA submitted a Business Case to NHS England to deliver the PAO service on a national scale for 2019-20 onwards. The business case was approved in early 2019 and NHSBSA are currently mobilising for national rollout.

We are pleased to inform you all that our area BaNES, Gloucestershire, Swindon and Wiltshire has a roll out date for July – September 2019 so we will update you nearer the time as we get more information to what this means.

 <p><b>Primary Care Appeals</b></p>	<p><b>Primary Care Appeals – Change in contact details</b></p> <p>Primary Care Appeals also act on behalf of NHS Resolution as the recipient for Regulation 18 notifications issued under the NHS (Performers Lists) (England) Regulations 2013.</p> <p>With effect from 15 April 2019, Primary Care Appeals will be located at:</p> <p>4th Floor          Arena Point          Merrion Way          Leeds,          LS2 8PA          Email: <a href="mailto:appeals@resolution.nhs.uk">appeals@resolution.nhs.uk</a>          Tel: 0203 928 2000</p>
 <p><b>Service and Voucher values 2019-20</b></p>	<p><b>General ophthalmic Service fees and Voucher values from April 2019</b></p> <p>Details of NHS general ophthalmic fees and optical voucher values for the financial year 2019 to 2020 have now been published. Please click on this link to find out more:</p> <p><a href="https://www.gov.uk/government/publications/general-ophthalmic-service-fees-and-voucher-values-from-april-2019">https://www.gov.uk/government/publications/general-ophthalmic-service-fees-and-voucher-values-from-april-2019</a></p>
 <p><b>Low Vision</b></p>	<p><b>'Seeing Beyond the Eyes' Low Vision Resource now available</b></p> <p>Visualise Training and Consultancy with the support of the Thomas Pocklington Trust have produced a free resource pack for health professionals. The 'Seeing Beyond the Eyes' resource pack includes a wide range of information to assist in the referral and support of the visually impaired. The pack can be obtained by clicking here:</p> <p><a href="https://www.visualisetrainingandconsultancy.com/resource-pack-health-pros/">https://www.visualisetrainingandconsultancy.com/resource-pack-health-pros/</a></p>
 <p><b>Advice for Patients Hay Fever season</b></p>	<p><b>Hay Fever season has arrived early, patient advice now available</b></p> <p>The College of Optometrists issues new patient factsheet as hay fever season arrives early and have said the following regarding advice for patients:</p> <p>Please click this link for the downloadable factsheets:</p> <p><a href="https://www.college-optometrists.org/the-college/media-hub/news-listing/new-patient-factsheet-hay-fever-season-early.html">https://www.college-optometrists.org/the-college/media-hub/news-listing/new-patient-factsheet-hay-fever-season-early.html</a></p>

 <p><b>Reminders</b></p>	<p><b>Contract Changes – 3 months’ notice to inform NHS England</b></p> <p>If you are going to open a new practice, sell a practice or relocate premises then you need to inform NHS England as soon as possible, ideally 3 months prior to the agreed end date. The reason for this is so we can help manage your expectations and complete all the behind the scenes work that needs to be done such as payment set up and contract practice visit. A letter on headed paper needs to be sent to <a href="mailto:england.bgsw-optom@nhs.net">england.bgsw-optom@nhs.net</a></p>
 <p><b>Easter Planning</b></p>	<p><b>Easter 19 – 22 April 2019</b></p> <p>Thank you to those of you who sent amendments to the pre- populated opening hours for your store during the Easter Period.</p> <p>We hope you all have a lovely Easter period.</p>
 <p><b>Coming soon</b></p>	<p><b>Special Facial Characteristics (SFC)</b></p> <p>There is a new process coming out in the next couple of months to allow you to choose the option of SFC instead of using the heading under small frames. This is with the publications team and communications will come out from national team for contractors nearer the time.</p> <p><b>Annual Complaints Return</b></p> <p>The survey will open on Saturday 22 June 2019 at 9am and closes on Friday 19 July 2019 at 11.59pm and we will send out more information nearer the time.</p> <p><b>Post Payment Verification (PPV)</b></p> <p>Our area will be in the roll out date for July – September 2019</p>

## Useful Contact Details

### NHS England South West (North) Ophthalmic Services Contract Management Team:

Melissa Kendall-Milnes	Assistant Contracts Manager	Tel 0113 82 48345
Sharon Greaves	Contracts Manager	Tel 0113 82 51515
Gina Bryant	Primary Care Support	Tel 0113 82 51509
John Reason	Primary Care Support	Tel 0113 82 53496
Joy Weeks	Primary Care Support	Tel 0113 82 51543

Email address for enquiries: [england.bgs-sw-optom@nhs.net](mailto:england.bgs-sw-optom@nhs.net)

Postal address:

NHS England South West, Jenner House, Langley Park, Chippenham, Wiltshire, SN15 1GG

Webpage - Please let us know of anything that you would like to see on there.

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

**PCSE (Primary Care Support England)** 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/>

**Eye Health Policy Book (the guidance used by NHS England to manage your contract):**

<https://www.england.nhs.uk/publication/policy-book-for-eye-health/>