

**i-Health**



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**i-Health Newsletter - June 2019**

**NHS England South West (North) covering BaNES, Gloucestershire, Swindon and Wiltshire**

**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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**GOS  
Complaints  
Submission**

The survey  
opens on

**22 June 2019**

and closes on

**19 July 2019**

**GOS Complaints Submission**

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 to complete the form can be found on our website:

<http://www.nhsbsa.nhs.uk/what-we-do/ophthalmic-provider-assurance>

Alternatively, you can access the link here:

<https://www.snapsurveys.com/wh/s.asp?k=155203812917>

You will access the SNAP survey using your ODS code. If you are unsure or do not know your ODS code the Provider Assurance Ophthalmic team will be able to assist you; we will require Contractors Name, first line of address and post code to locate your ODS code. The ODS code is the code used to order stationery.

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 opens on Saturday 22 June 2019 at 9am and closes on Friday 19 July 2019 at 11:59pm.**




Once the form has been submitted the information cannot be changed. There will be a review page to check your answers before submitting the form.





On the form you will be asked to supply the name of the person submitting the data in case of any queries and an e-mail address.






If there are no complaints contractors are required to submit a zero return.

The collated information from the completed forms will then be shared with the relevant NHS England Regional Teams.

If you have any queries, please contact the Provider Assurance Ophthalmic team via e-mail [nhsbsa.ophthalmicproviderassurance@nhs.net](mailto:nhsbsa.ophthalmicproviderassurance@nhs.net) or telephone 0300 330 9403, **lines are open 8:00am till 4:30pm Monday to Friday.**

 <p><b>CET claim 2019</b></p> <p>Opens on</p> <p><b>1 July</b></p> <p>and closes on</p> <p><b>31 October</b></p>	<p><b>How to claim your CET grant in 2019</b></p> <p>The window for submitting CET claims to PCSE opens on 1 July and closes on 31 October.</p> <p>Following the successful introduction of PCSE’s online form to upload and submit CET claims last year, PCSE is encouraging greater uptake of the facility in 2019.</p> <p>Completed forms should be scanned and uploaded via the ‘CET Claim’ option on PCSE <a href="#">Online Enquiry</a> form.</p> <p>The process for submitting the form online follows a few simple steps and provides a fast, simple, easy way to make a CET claim. It removes the added time and cost of postage and automatically generates a unique case reference number for every claim.</p>
 <p><b>Notification of domiciliary visits (PVNs)</b></p>	<p><b>Requirement to fill out a Notification of domiciliary visits (PVNs) form</b></p> <p>As part of our ongoing commitment to create national, consistent services for all our users PCSE have introduced an online form for the pre-visit notification of domiciliary visits.</p> <p>The online form can be accessed on PCSE website and provides an easy way to enter and submit all the information required in a Pre-Visit Notification (PVN). This must be done before any visit takes place or you may not get paid.</p> <p>When all the details have been correctly completed the form will be available to <b>review, save and print as a pdf</b> for future reference before it is submitted. Please note you are required to keep this for your records.</p> <p>The sender will then receive an acknowledgment email with a unique case reference number. The subject heading of the email will include the post code of where the visit is due to take place to help you easily reference which PVN the case reference number relates to.</p> <p>The reference number should be quoted in any further correspondence about the PVN.</p> <p>The new forms will ensure PCSE has all the information needed on a PVN to process the associated GOS 6 claim.</p>
 <p><b>National health and social care awards</b></p>	<p><b>National health and social care awards</b></p> <p>Skills for Health is running a UK-wide campaign dedicated to celebrating, recognising and saying 'thank-you' to the thousands of unsung heroes who work in the NHS, social care sector, private healthcare and specialist healthcare services throughout the UK.</p> <p>If you would like to nominate an unsung hero, who deserves recognition for their hard work and dedication then you can read more about the categories by visiting <a href="http://skillsforhealth.org.uk/ohh">skillsforhealth.org.uk/ohh</a> All nominations to be in by 29 June 2019.</p>

 <p><b>Special Facial Characteristics (SFC)</b></p>	<p><b>Special Facial Characteristics (SFC)</b></p> <p>This additional guidance provides details around widening the availability of the supplements payable on a GOS 3 Spectacle Voucher where the patient has a need for special changes to their spectacle frame.</p> <p>It is now possible for these supplements to be claimed in cases where the spectacles are specifically designed to meet the needs of patients with special facial characteristics or who need small frames.</p> <p>Optical providers should note that these revised arrangements started on 10 June 2019.</p> <p>Please click this link to read more:</p> <p><a href="https://www.england.nhs.uk/publication/small-glasses-supplement-additional-guidance/">https://www.england.nhs.uk/publication/small-glasses-supplement-additional-guidance/</a></p>
 <p><b>Contract Visit form</b></p>	<p><b>Annex 5.10 – Contract Visit Form</b></p> <p>There have been some updates to the Policy Book for Eye Health in particular, Annex 5.10 which is the Contract Visit Form which will be used as from 12 June 2019.</p> <p>Please click this link to read more:</p> <p><a href="https://www.england.nhs.uk/publication/policy-book-for-eye-health/">https://www.england.nhs.uk/publication/policy-book-for-eye-health/</a></p>
 <p><b>Continuing Education Day in London</b></p> <p><b>14 July 2019</b></p> <p><b>09:00 – 16:30</b></p>	<p><b>12 Point CET Day - Bringing the Sight Loss Journey into Focus</b></p> <p>In partnership with Sight and Sound Technology, Visualise Training and Consultancy is delighted to invite you to this Continuing Education Day (CET).</p> <p>The aim of the day is to help optical and allied health professionals understand the sight loss journey from the patient perspective, whilst gaining an insight and developing understanding on how to empower and support patients with sight loss.</p> <p>Please <a href="#">click here</a> to book and find out more about the day</p> <p><a href="http://www.visualisetrainingandconsultancy.com/">http://www.visualisetrainingandconsultancy.com/</a></p>
 <p><b>ODS Portal</b></p>	<p><b>Organisation Data Service (ODS) Portal</b></p> <p>Did you know you can look up your ODS code using the ODS Portal provided by NHS Digital? It is important that practice details are kept up to date on ODS and that NHS Digital hold the correct details. The ODS code is also required for using our online forms, including CET submissions.</p> <p>Please click the link below to the ODS portal:</p> <p><a href="https://odsportal.hscic.gov.uk/">https://odsportal.hscic.gov.uk/</a></p>

 <p><b>Translation and Interpretation</b></p>	<p><b>Translation and Interpretation</b></p> <p>From the 1st April 2019, NHSE England South West (North) has commissioned DA Languages Ltd will provide a free interpretation and translation services to NHS Optometrists, Dentists and Pharmacies in BaNES, Gloucestershire, Swindon and Wiltshire.</p> <p>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 <a href="mailto:england.bgsw-optom@nhs.net">england.bgsw-optom@nhs.net</a></p>
 <p><b>Contract Changes</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>Record Keeping</b></p>	<p><b>NHS Record Keeping</b></p> <p>As you will be aware, having appropriate record-keeping systems is both a professional duty (underpinning continuity and quality of care for patients) and one of the four key requirements for holding a GOS contract. Unfortunately, record-keeping - including legibility - is also one of the areas which is most often found in need of improvement on contract compliance visits by NHS England. Not only does this potentially put patients at risk, it also exposes the practice and practitioners to risk if there is a subsequent complaint. What is not recorded cannot easily be proven as having taken place and it is easy for both patients and practitioners to misremember consultations at a later date</p>
	<p>Thank you to everyone who reads this newsletter and gets in contact with further questions thereafter.</p> <p>To make sure that you are all receiving this newsletter please can you just email our generic inbox <a href="mailto:england.bgsw-optom@nhs.net">england.bgsw-optom@nhs.net</a> with acknowledgement and feedback.</p>
 <p><b>Coming soon</b></p>	<p><b>Post Payment Verification (PPV)</b></p> <p>As you know BaNES, Gloucestershire, Swindon and Wiltshire has a roll out date for July – September 2019. We have a meeting in August with the BSA so please expect a briefing to come out to you all then.</p> <p><b>Quality in Optometry 2019 - 2022</b></p> <p>The new 3-year cycle for 2019 - 2022 we will announce our approach to you all</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
Joy Weeks	Primary Care Support	Tel 0113 82 51543

Email address for enquiries: [england.bgsw-optom@nhs.net](mailto:england.bgsw-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/>

### Local Optical Committee (LOC)

#### Avon LOC - BaNES

Website: [www.avonloc.co.uk](http://www.avonloc.co.uk) Chair: [chair@avonloc.co.uk](mailto:chair@avonloc.co.uk) Secretary [secretary@avonloc.co.uk](mailto:secretary@avonloc.co.uk).  
 BaNES queries contact Andrew Edwards at [bath@avonloc.co.uk](mailto:bath@avonloc.co.uk)

#### Wiltshire LOC – Swindon and Wiltshire

Website: <https://www.wiltshireloc.org.uk/> Chair: [chair@wiltshireloc.org.uk](mailto:chair@wiltshireloc.org.uk)

#### Gloucestershire LOC

Website: <http://www.glosloc.co.uk/> Secretary: [Adrianstreet@glosloc.co.uk](mailto:Adrianstreet@glosloc.co.uk)