

i-Health



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

Please send this newsletter to your work colleagues.

Please email us on england.bgs-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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NHS Record Keeping Guidance

NHS Record Keeping

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.

Both the College of Optometrists and the Association of British Dispensing Opticians issue guidance on best practice in record keeping as do the Optical Confederation representative bodies and insurers.

ABDO guidance can be found at <https://www.abdo.org.uk/advice-guidelines/>

College of Optometrists record keeping guidance can be found at <https://guidance.college-optometrists.org/guidance-contents/knowledge-skills-and-performance-domain/patient-records/>

A good way of quality assuring your system is by regular audits. This also protects patients as any issues can be ironed out as they arise. The *Quality in Optometry Framework* contains a good example of how to do this at www.qualityinoptometry.co.uk

Part 11 in the GOS contract states:

- 52. The Contractor shall ensure that a full, accurate and contemporaneous record, which may be in electronic form, is kept in respect of each patient to whom it supplies services under the Contract, giving appropriate details of sight testing.
- 53. The record required by clause 52 may kept in electronic form
- 54. The Contractor shall keep that record for a period of at least 7 years.



Translation and Interpretation





Translation and Interpretation




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. 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

 <p>CET claim 2019</p>	<p>How to claim your CET grant in 2019</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 Online Enquiry 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>Service and Voucher values 2019-20</p>	<p>General ophthalmic Service fees and Voucher values from April 2019</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>https://www.gov.uk/government/publications/general-ophthalmic-service-fees-and-voucher-values-from-april-2019</p>
 <p>NHS net email accounts</p>	<p>NHS.net email accounts</p> <p>There is a national solution coming out in the next couple of months regards of obtaining NHS.net email addresses for all Optom Contractors so we would therefore encourage you to wait a little longer before applying for one.</p> <p>These email addresses enable you to communicate safely and effectively with commissioners and health professionals such as CCGs, GPs and hospitals in situations such as urgent referrals. Any sensitive information exchanged between NHS.net addresses is secure and has full information governance protection.</p>
 <p>Reminders</p>	<p>Contract Changes – 3 months' notice to inform NHS England</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 england.bgs-w-optom@nhs.net</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 england.bgs-w-optom@nhs.net with acknowledgement and feedback.</p>
	<p>Thank you to everyone who was working over the Easter Period providing services to our patients in BaNES, Gloucestershire, Swindon and Wiltshire</p>
 <p>Coming soon</p>	<p>Special Facial Characteristics (SFC)</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>Annual Complaints Return</p> <p>For the 2018/2019 Annual Complaints forms submission NHS Business Services Authority (NHSBSA) will be undertaking this on behalf of NHS England.</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>Post Payment Verification (PPV)</p> <p>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> <p>Quality in Optometry 2019 - 2022</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
John Reason	Primary Care Support	Tel 0113 82 53496
Joy Weeks	Primary Care Support	Tel 0113 82 51543

Email address for enquiries: england.bgs-w-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** - Administering 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/>