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2020-2021 Flu Vaccination Programme

This year, Flu vaccinations are available free for all Key Health workers, so this include everyone that works in an Opticians.

This year is our biggest ever flu programme designed to protect all Key Health Workers and Care staff, as well as the public. Which is why for the first time Staff from Opticians are also encouraged to get their free vaccination to help protect you, your colleagues, your family and those you come into contact with from the flu.

After what has been a difficult year for all health services, we want to ensure our staff can prevent becoming ill with flu. This in turn will also avoid disruption to services, which is particularly important when pressures on frontline services may be severe this winter.

You can receive your flu vaccination from your local Pharmacy or GP practice. They will be fully aware that you are entitled to a free flu vaccination but to avoid any questions we encourage you to collate a list of members of staff on headed paper that work in your practice. This list can then be given to your local pharmacy or GP practice, so they are aware who to expect from your practice.

Campaign Materials

Campaign materials are available and to download, including social media messaging, TV screens and open artwork for you to adapt. You will find the information at: [Flu Campaign Resources](#)

CET Claims

The claims window is now open as of Saturday 1 August and will run until Monday 30 November 2020.

This year, all CET claims will need to be submitted via the [PCSE Online portal](#). The online process is quick and easy, and will improve the overall service, from claim submission to final payment.

Performers need to submit their CET claim, and need to be registered for PCSE Online.

The contractor or a designated contractor signatory needs to sign and submit a CET claim. If your practice has not registered for PCSE Online yet, you need to contact PCSE's user registration team at pcse.user-registration@nhs.net with your practice details and they will take you through the registration process.

Locums

If you are a Locum, you can make CET claims through any contractor you have previously worked for. The contractor will need to register you and then you can make your claim.

Further Details on submitting CET claims this year can be found [here](#).

PPE Portal & NHS Mail Accounts

Please see the PDF file below that contains recently updated communication regarding access to free PPE via the DHSC online Portal, plus the application process for NHS mail accounts.

If you have applied through the online portal for an NHS.NET account this typically takes around 2 weeks. If 2 weeks have gone by please contact BSA: nhsbsa.paos-support@nhs.net

Please note we have now deferred the need to complete the Data Security & Protection Toolkit (DSPT) until **31 March 2021**, but contractors will need to register for the DSPT on receipt of their NHS mail account. Full details on how to do this are included in the document below.

The set up for DHSC to supply PPE will then take a further 2 weeks so total process could take 4 weeks, please contact DHSC if you have any questions. Ordering volumes for free PPE will be based on historic levels of GOS activity for each individual practice using the quantities per sight test we have calculated and shared with DHSC. We don't anticipate any long-term supply issues via the online Portal but do bear in mind that DHSC are currently building their stock of PPE to meet these volume projections, so ordering quantities may be restricted during the first few weeks of supply.



NHS Mail PPE
Comms August 20 V.

Important Update: Changes to GOS Claims

NHS England and Improvement have recently written to contractors about the upcoming change in GOS claims forms. With practices now moving to submitting GOS claims online, the current paper GOS forms are only valid for claims up until **30 September 2020**.

New style paper forms, designed for use if online claims are not possible, will be in operation from **1 October 2020**.

[Click here](#) to read more.

Virtual Visits

As contractors return to business as usual, a new approach to how we undertake contract visits which have traditionally been face to face is now required to adapt to the current CoViD-19 environment.

One of these new approaches will be undertaking visits virtually. On the 20 August the South West Region undertook their first virtual contract visit. The visit went very positively; pre-visit checks on policies and evidence provided beforehand enabled the visit to be more streamlined and carrying out the visit remotely supported the flexibility of the contractor, Area Team and Clinical Advisor.

To support virtual visits going forwards we have produced a Virtual Visit Process which is attached below for your information. The process will help to inform and support those contractors who will be undertaking a virtual visit for new contracts, relocations, QiO assurance etc.

This process will be evaluated after each visit, to identify learning and evolve the approach with continuing experience, so if you have any feedback or any involvement in virtual visits you wish to share then please get in touch and we would love to hear from you.



Optical Practice
Virtual Visits Process

Quality in Optometry (QiO) 2019-2022

Last year we undertook several successful QiO visits as part of the QiO assurance process. This coming autumn we will be planning the next round of assurance visits and will be contacting those selected over the next few months to organise a virtual visit.

In the meantime, if you have not already completed your Quality in Optometry 2019-2022 submission can you please go to the QiO website and follow the guidelines below:

- The GOS contract checklist and details of how to complete it can be found on the Quality in Optometry website at [QiO](#)
- When completing the checklist please ensure that you select the correct CCG area where you provide mandatory services, the CCG area can be looked up on the following website: [CCG Lookup](#)
- For additional contractors please select the CCG area that you provide the majority of your GOS work.
- The LOC you need to select is either Wiltshire LOC, Gloucestershire LOC, or Avon LOC as applicable.
- The NHS Regional Team to select is South West.

Should you have any technical difficulties or other issues when completing the checklist please email us via our generic email address: england.bgs-w-optom@nhs.net

Organisation Data Service (ODS) Codes

In May 2020, ODS agreed with PCSE/NHS England & Improvement that the source of optical data would move from individual contractors requesting codes/notifying ODS of changes, to requests only being accepted from NHS England regional teams or the NHS Business Services Authority (as appropriate). This

will ensure that ODS ophthalmic data is in line with GOS contract information, and therefore, ODS data will better support ophthalmic payments.

As a result, the way you submit requests for ODS codes is changing. Any requests to create a new ODS code or notify of any ODS changes need to be referred in the first instance to your Local Regional Team via email to england.bgs-optom@nhs.net. Any requests made directly to the ODS Helpdesk will be rejected and you will be referred to your Local Regional Team.

The only exception to this would be for non-critical vanity changes (e.g. a spelling correction for a name) which ODS would apply directly and notify the Local Regional Team of the change.

Can you please check via the ODS portal [here](#) the following key pieces of information are correct for your organisation:-

1. TP Code
2. Organisation Name
3. Address

If you need to amend any of the data showing on the portal please email the Local Regional Team via england.bgs-optom@nhs.net.

Infection Prevention and Control (IPC) Recommendation - FAQs

New IPC guidance has been published by Public Health England [Click here](#)

The embedded FAQs document may help management to answer questions staff may have about the new guidance. The FAQs are not a substitute for the full guidance and all advice given should be in line with the latest published guidance, they are a supporting tool.



20200821 IPC
guidance - FAQs.pdf

Contract Changes - 3 months' notice to inform NHS England & Improvement

Just a reminder 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. Please put your request in a letter on headed paper and send to england.bgs-optom@nhs.net



Useful Information

NHS England & Improvement – South West Region Optometry Contract Management Team Contact Information

Team Member	Telephone	Address
Kath Hughes	07730 374739	<p>For Devon, Cornwall, Isles of Scilly, Somerset and Dorset:</p> <p>NHS England and Improvement – South West Peninsula House Kingsmill Road Tamar View Industrial Estate Saltash, PL12 6LE</p> <p><i>Please note all our offices are currently closed, please do not send post and use email wherever possible</i></p> <p>Email: england.optometrysouthwest@nhs.net</p>
Melissa Kendall-Milnes	07730 381340	<p>For Bristol, North Somerset, South Glos, Bath & North East Somerset, Gloucestershire, Swindon & Wiltshire</p> <p>NHS England and Improvement – South West Jenner House, Avon Way Langley Park Chippenham, SN15 1GG</p>
Tracey Howes	07730 380479	<p><i>Please note all our offices are currently closed, please do not send post and use email wherever possible</i></p> <p>Email: england.bgs-optom@nhs.net</p>

Websites

Please see our websites for more information and any blank templates, forms and documents:

[Cornwall & Isles of Scilly, Devon, Bristol, Dorset, North Somerset, Somerset and South Gloucestershire](#)
[BaNES, Gloucestershire, Swindon or Wiltshire](#)

PCSE (Primary Care Support England)

PCSE 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/>