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South West Regional Optometry Team – New Contact Details from 2 November 2020

Back in March 2020 we announced as part of the South West Region's restructuring work taking place there would be a single point of contact for all email communications going forwards for optometry contractors in the South West region.

The South West region covers the following areas: -

- Bath & North East Somerset
- Bristol
- Cornwall & Isles of Sicily
- Devon
- Dorset
- Gloucestershire
- North Somerset
- South Gloucestershire
- Somerset
- Swindon
- Wiltshire

We are pleased to announce as of the **2 November 2020** that all email communications will now be via the following email address: england.optometrysouthwest@nhs.net.

Please ensure you use the above email address for all email communications going forwards if your premises fall under one of the regional areas listed above.

Please be aware the old email address england.bgs-w-optometry@nhs.net will no longer continue to be monitored going forwards and your message may not be dealt with.

NHS Email Accounts

Please also be aware for communications out to contractors going forwards the South West Regional Team will where available be using the contractors NHS shared email account to communicate. There are several reasons for this: -

- NHS mail accounts are a safe and secure method of exchanging correspondence and patient details when appropriate.
- NHS shared email accounts are generic to the organisation and reduce the risk of messages not being received; personal email accounts can change without the regional team being notified.

If you have an NHS shared email account, please ensure you check this account on a regular basis for updates from your regional team.

If you wish to apply for a NHS shared mail account, please follow the link on how to apply [click here](#).

Resumption of Optical Services: Financial and Contractual Arrangements

All contractors should now have received an update on the new financial and contractual arrangements for optical settings. NHS England and Improvement can confirm that following proposals to continue financial support for eligible practices has been approved.

Please see below the most up to date version (V2) of the letter and updated SOP for Optical settings which you will find a link to at the end of this article.

A FAQ's document for further information is also available, see below. This document will shortly be added to the OFNC website, where it will be regularly updated.



OFNC - FAQs for
October 2020 NHSE

The main highlights you should be aware of are as follows:

Average Monthly Payments

- Average monthly payments for all open practices are continued into September. Due to the late notification, payments will be made retrospectively on contractors' normal payment dates in November. Practices are required to deliver 40% of pre-COVID GOS 1 activity in August and September to qualify for payments. Average monthly payments will cease on 30 September 20.
- Domiciliary contractors will receive average monthly payments in September as a matter of course, with no requirement to deliver minimum activity levels (this also applies to August payments)

Financial support for practices in areas of greatest deprivation

Practices located in areas of greatest deprivation will receive financial support at diminishing levels across October, November and December. The eligibility criteria for these practices includes:

- Minimum GOS contribution to total practice income of 40% (evidenced via management accounts)
- Minimum monthly GOS income of £2,500
- Minimum monthly GOS 1 activity levels as detailed below

For qualifying practices, NHS England and Improvement will top up their GOS income to **a maximum of 90%** of their average monthly payments as follows:

- October: minimum 55% of pre-COVID GOS 1 activity required
- November: minimum 65% of pre-COVID GOS 1 activity required
- December: minimum 80% of pre-COVID GOS 1 activity required

Domiciliary contractors will receive financial support across the same period but with no requirement to deliver minimum activity levels:

- October: average monthly payment of 60% of pre-COVID GOS income
- November: average monthly payment of 45% of pre-COVID GOS income
- December: average monthly payment of 30% of pre-COVID GOS income

[2nd Wave Letter](#)

[SOP & Guidance](#)

We would like to take this opportunity to thank you for your patience and for the work that you have been doing to continue to provide urgent and essential eye care services to patients across the South West.

Infection Prevention and Control (IPC) Measures

Following a number of local incidents/outbreaks in primary care across the region please find detailed below a reminder on recommended Infection, Prevention and Control measures: -

- Undertake daily wellbeing check-ins and reminders to staff that they should not attend work if displaying symptoms or feeling unwell
- Face coverings to be worn within 2 metres of patients, visitors and colleagues
- There should be regular cleaning of frequently touched services, such as door handles and shared equipment such as telephones and keyboards, throughout the day.
- There should be adequate ventilation, especially in communal areas. Doors to be left open where possible, particularly where there are no windows or artificial ventilation.
- Alcohol gel should be readily available to support frequent hand hygiene.
- Workstations should be 2m apart, or separated by screens, otherwise staff must wear face coverings at all times
- Staff breaks should be staggered to ensure social distancing can be maintained.

For further information recent 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

Christmas and New Year Bank Holiday Period 2020/21

In early November the South West Regional Team will be sending out to all our contractors the rota for the Christmas and New Year Bank Holiday period showing the pre-populated opening hours for the period Wednesday 23 December 2020 to Monday 4 January 2021.

Once you receive the rota can you please check your opening hours and if there are any amendments then let us know by emailing the South West Regional Team on england.optometrysouthwest@nhs.net

Domiciliary Providers – Same Day Substitutions

As of 1 November 2020, the process for same day **venue** substitutions remains the same. If on the day of the visit, you are unable to visit a residence previously notified for reasons beyond your control, for example, an illness breakout at the care home, another venue may be substituted. This is provided:

1. NHS England has already been notified of a planned visit to the alternate venue and this visit has not yet taken place
2. You inform NHS England and they agree to the substitution

Please notify your regional team to arrange agreement to the alternative venue substitution on england.optometrysouthwest@nhs.net

CET Claims – deadline 30 November 2020

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](#).

Update: Moving to Online GOS Claims

There is a short pause on new roll outs of the online GOS claim system to introduce a period of system stability and to address any service improvements. If you have already moved to the online system, you can continue to submit your forms online with no change. If you are yet to move to the new online system, you will need to wait until new roll outs can commence later this year.

New Paper GOS Forms

Changes to paper GOS forms: With practices now moving to submitting GOS claims online, the current paper GOS forms are only valid for claims up until 31 January 2021. New style paper forms, designed for use if online claims are not possible, will be in operation from 1 February 2021.

Important note: These forms and vouchers are for use for sight tests from 1 February 2021 only, please continue to use current paper forms until 31 January 2021.

When and how can I order the new style paper forms? Every practice will have received a contingency pack of the new style paper forms. Please keep these safe but continue to use current paper forms until 31 January 2021. PCSE will let you know as soon as the new style paper forms are available to order via PCSE Online.

For further updates going forwards check the PCSE website [here](#).

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.optometrysouthwest@nhs.net

How to contact PCSE if you have a query

All queries need to come to PCSE via the online contact form from now on:

- <https://pcse.england.nhs.uk/contact-us/>

Please note the email address pcse.optical@nhs.net is now closed and messages sent to this address will no longer be dealt with.

Useful Information

INFORMATION



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

Team Member	Telephone	Email Address
Kath Hughes	07730 374739	england.optometrysouthwest@nhs.net
Melissa Kendall-Milnes	07730 381340	
Tracey Howes	07730 380479	

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/>