



## In this Month's Issue:

2020-2021 Flu Vaccination Programme .....	<b>Error! Bookmark not defined.</b>
CET Claims.....	<b>Error! Bookmark not defined.</b>
Translation and Interpretation Services.....	<b>Error! Bookmark not defined.</b>
Changes to GOS claims.....	2
How to contact PCSE.....	2
Quality in Optometry (QiO) 2019-2022.....	3
Infection Prevention Control FAQs.....	3
Contract Changes.....	3
Useful Information.....	4

## 2020-2021 Flu Vaccination Programme – Updated Message

There has been some debate about what the position is on flu for front line primary care staff. Sorry for any confusion.

The following statement is the confirmed line:

“All frontline health and social care workers should receive a vaccination this season.

For frontline workers in primary care (general practice, community pharmacy, dentistry and optometry teams) this is provided and funded by their employer in order to meet their responsibility to protect their staff and patients and ensure the overall safe running of services. Employers should emphasize to their staff that it is a professional responsibility for them to be vaccinated, both to protect the individual as well as preventing cross infection to patients.”

Some staff may be eligible for a free NHS vaccine, which they can access at their registered GP practice or a community pharmacy, if they fall within one of the eligible cohorts set out in the Updated Annual Flu Letter.

To read the Annual Flu Letter Update please click [here](#)

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## 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](mailto: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](#).

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## Translation and Interpretation Services

Just to remind you that Translation and Interpretation services are still available for your NHS patients. DA Languages are fully set up to service your requirements remotely. Their telephone interpreting and video interpreting teams are available 24/7 ready to take your requests.

Considering recent national communications, they have scaled both teams up to accommodate a planned increase.

You can get an interpreter over the phone on demand at 0161 9282 533, or via email on [telephoneinterpreting@dalanguages.co.uk](mailto:telephoneinterpreting@dalanguages.co.uk) or on line at [dalvriappointments@dalanguages.co.uk](mailto:dalvriappointments@dalanguages.co.uk) if your requester prefers to pre-book someone.

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## Update: New GOS Claims process now going live on 01 November 2020

As many practices are in the middle of transitioning to the new online GOS claims system, to help make roll outs as smooth as possible, we've moved the date for the introduction of new paper forms to 1 November. This means the current paper forms remain in use until Saturday 31 October.

You will receive a contingency pack of the new style paper forms in the next few weeks. These forms will also be available to order through PCSE Online from 12 October.

If you have not yet switched to online claims please note that these new forms are mandatory for use for all your GOS claims from 1 November 2020.

Related article: [Click here](#)

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## How to contact PCSE if you have a query

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

- [pcse.england@nhs.uk/contact-us/](mailto:pcse.england@nhs.uk/contact-us/)

For Domiciliary providers please note that the email address [pcse.optical@nhs.net](mailto:pcse.optical@nhs.net) is now closed so please use email address: [pcse.domnotifications@nhs.net](mailto:pcse.domnotifications@nhs.net)

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## 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 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.bgswh-optom@nhs.net](mailto:england.bgswh-optom@nhs.net)

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## 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

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## 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.bgswh-optom@nhs.net](mailto:england.bgswh-optom@nhs.net)

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## Useful Information

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: <a href="mailto:england.optometrysouthwest@nhs.net">england.optometrysouthwest@nhs.net</a></p>
Melissa Kendall-Milnes	07730 381340	<p>For Bristol, North Somerset, South Glos, Bath &amp; North East Somerset, Gloucestershire, Swindon &amp; 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: <a href="mailto:england.bgs-w-optom@nhs.net">england.bgs-w-optom@nhs.net</a></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/>