



i-Health Novel Coronavirus (COVID-19) update – June 2020

NHS England South West (North) covering: -

Bath and North East Somerset, Gloucestershire, Swindon, Wiltshire
&
Bristol, North Somerset and South Gloucestershire

Please send this bulletin to your work colleagues.

If you have any questions, then please email us on:

england.bgs-w-optom@nhs.net

For Bath & North East Somerset, Gloucestershire, Swindon & Wiltshire contractors

Or

england.optometrysouthwest@nhs.net

For Bristol, North Somerset & South Gloucestershire contractors

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.



Update COVID-19 Guidance

Update on Optical Settings - COVID-19 Primary Care Guidance

As many of you may be aware a number of NHS contractual services are now in the process of resuming their business as usual activities in the coming days. For clarification with regards to optical settings there is currently no change in the guidance issued to optical contractors on the 1 April 2020.

We are currently awaiting national guidance on the next steps for optical settings and once we receive an update, we will let you know. In the meantime, please refer to the current guidance and updates available via the following websites: -

NHS England and Improvement have produced a new guidance webpage that contains all COVID-19 resources for primary care, including the optical SOP.

This link will take you to the Primary Care page which has useful information about the virus, prevention and infection control:

- <https://www.england.nhs.uk/coronavirus/primary-care/>

Further useful updated information can also be found on the following websites:

- <https://www.aop.org.uk/coronavirus-updates/ofnc-guidance-on-changes-to-primary-eye-care-in-england>
- <https://www.college-optometrists.org/the-college/media-hub/news-listing/coronavirus-2019-advice-for-optometrists.html#FAQ>



**COVID-19
General Case
Definition
Change**

Alert for all clinical staff: COVID-19 General Case Definition Change

Please be aware as of the 18 May 2020 the general clinical case definition for COVID-19 has been updated to include loss of or change in smell or taste. It is now:

- New continuous cough **OR** fever **OR** loss of/ change in smell or taste

Everyone, including health and social care workers, should self-isolate if they develop a new continuous cough or fever or loss of/ change in smell or taste.

The individual's household should also self-isolate for 14 days as per the current guidelines and the individual should stay at home for 7 days, or longer if they still have symptoms other than cough or loss of sense of smell or taste.



**Submission of
GOS Forms**

Submission of GOS Forms

Practices should maintain a log of all patient interactions during the crisis and submit GOS claims (preferably electronically) to PCSE. Details on how to register for the electronic claims service are provided below.

GOS 1 Claims

We recommend that where you provide a remote consultation (and where necessary, a dispense) but don't perform a face to face sight test, you should not submit a GOS 1 claim but should maintain records and make a note of the activity. If you do perform a face to face sight test, you should submit a signed GOS 1 claim, observing social distancing and hygiene procedures.

GOS 3 and 4 Claims

You should submit claims without a patient signature provided the claim is annotated 'COVID-19' wherever a patient signature is needed. If you are dispensing spectacles to a patient eligible for GOS 3 but you have not performed a sight test, you should submit a GOS 4 claim rather than a GOS 3. During the crisis GOS 4 authorisation has been extended to cover any adult (not just those with illness-related loss as previously) meeting the following criteria:

- Adults who are clinically deemed by a qualified clinician to require the dispensing of a spectacle prescription, determined without a face-to-face consultation
- Adults who would have otherwise been eligible for a GOS3
- The damaged or lost spectacles to have been older than 2 years if issuing exactly the same prescription as before.

If the dispense is for an adult, the GOS 4 claim will also need pre-authorisation from the NHS Business Services Authority (BSA). You should email them on nhsbsa.paos@nhs.net in the first instance, or telephone on 0300 330 9403 if a timely response is not received via email. BSA will give you a unique claim code to enter on the GOS 4 form. Please bear in mind that BSA are working to a reduced capacity and will aim to respond by the next working day. Please do not duplicate requests to BSA via telephone and email at the same time.



Electronic Claims

Register for Electronic GOS Claims

NHS England anticipates that GOS activity will fall to circa 15% of normal activity. During the crisis, we are therefore asking all contractors to undertake the registration process and submit GOS claims electronically via PCSE Online <https://secure.pcse.england.nhs.uk>, or your Practice Management System's eGOS solution if you have one.

Electronic submission will allow claims to be processed without contact, maximising safety for staff involved enabling all parts of the system to adhere to the government's social distancing recommendations. 'COVID-19' can be entered in the patient signature box for electronic claims submitted during the crisis.

The PCSE Online system is free of charge and very easy to use. It provides you with a quicker and easier method of submitting GOS claims, together with a host of other benefits including:

- no rejected claims, as real time validation flags any errors before submission
- easier monthly payment reconciliation via detailed online statements
- reduction in costs as you will no longer need to post forms

The set up process is simple, so if you haven't already registered please contact the ophthalmic engagement team at pcse.optomengagement@nhs.net who will help you get online quickly.



Staff Testing COVID-19

Staff Testing COVID-19

As you will be aware two national systems have been launched allowing employees and Health Workers to book tests (self-referral portal and employer referral portal), please note these booking systems will provide you access to the drive through testing facilities.

To access the self-referral portal please use the following link - <https://self-referral.test-for-coronavirus.service.gov.uk/>

Employers who wish to register to be given access to the employer referral portal please email portalservicedesk@dhsc.gov.uk requesting access.

Could you please ensure that you continue to notify the Primary Care Team if you have any issues with accessing the above service: -

- Opticians based in Gloucestershire, BNSSG, BSW please notify - england.bgs-w-optom@nhs.net
- Opticians based in Cornwall, Devon, Dorset and Somerset please notify - england.optometrysouthwest@nhs.net



Learning From COVID-19

Learning from COVID-19: Contractor Feedback

Help us learn from the COVID-19 response in the South West by completing a quick survey

South West Academic Health Science Network (AHSN) are asking health and social care staff to complete a short survey to rapidly learn from the Covid-19 response in the South West. Their aim is to capture what has been done differently and why, what happened as a result and what structures systems or tools were needed to help the change happen.

Please complete this brief survey monkey survey on the following link <https://www.surveymonkey.co.uk/r/RapidCycleLearning>.

However, if you feel you have a more detailed story to tell, the AHSN would be delighted to set up a separate call to gather, capture and spread your stories and experiences.

South West AHSN will be sharing their findings with NHS England and Improvement South West, our seven STPs and ICS's and networks to help support and develop working practices that have worked well as we plan our recovery from Covid-19 and ways of working for the future.

If you have any questions or queries, please don't hesitate to contact Hollie Mitchell (hollie.mitchell@swahsn.com)



CoVID-19 Urgent Eyecare Service (CUES)

CoVID-19 Urgent Eyecare Service (CUES)

The CUES service is now up and running in the region. To find out which Practices are delivering this service in your area and to view the latest service updates you can follow Primary Eyecare Services on Twitter @eyecareservices and on their website www.primaryeyecare.co.uk.

Further details on the service can also be found on the attached information sheet.



CUES Service Summary.pdf



Quality in Optometry

Quality in Optometry (QiO): three-year cycle

Quality in Optometry is a toolkit for clinical governance in optical practices in England. It is a national contractual requirement that GOS contractors complete and submit a Level 1 Quality in Optometry (QiO) GOS contract compliance checklist once every 3 years. This level is used by NHS England local offices for the purposes of checking and monitoring contract compliance.

The 2019-2022 cycle is now open; if you have not already completed your 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 <http://www.qualityinoptometry.co.uk/>
- 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: <https://www.alliescomputing.com/innovation/clinical-commissioning-group-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-sw-optom@nhs.net



Email Communication

Email Communication

Can we please ask if you are emailing your local area team with an update or any queries you include the following information in your email so we can clearly and quickly identify your details: -

1. ODS (TP) code
2. Practice Name
3. Practice Address



THANK YOU

Finally, we would like to take this opportunity to let you know we are meeting with your LOCs on a weekly basis so they can feedback to us your queries and concerns and we can update them on the changing developments during this crisis.

We wish to say a big thank you to the LOCs and all our contractors for the amazing way you have been adapting your businesses to meet the needs of your patients during this very difficult and challenging time.

Thank you.

Useful Contact Details

NHS England South West (North) Ophthalmic Services Contract Management Team:

Melissa Kendall-Milnes	Primary Care Commissioning Manager	07730381340
Sharon Greaves	Primary Care Programme Manager	07900715295
Tracey Howes	Senior Commissioning Officer	07730380479

Email address for enquiries:

Bath & North East Somerset, Gloucestershire, Swindon & Wiltshire: england.bgs-w-optom@nhs.net
Bristol, North Somerset & South Gloucestershire: england.optometrysouthwest@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, Bristol, North Somerset and South Gloucestershire

Website: www.avonloc.co.uk Chair: chair@avonloc.co.uk Secretary secretary@avonloc.co.uk.
BaNES queries contact Andrew Edwards at bath@avonloc.co.uk

Wiltshire LOC – Swindon and Wiltshire

Website: <https://www.wiltshireloc.org.uk/> Chair: chair@wiltshireloc.org.uk

Gloucestershire LOC

Website: <http://www.glosloc.co.uk/> Chair: chair@glosloc.co.uk