

i-Health



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i-Health Newsletter - February 2020

NHS England South West (North) covering: -

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

Please send this newsletter to your work colleagues.

Please email us on:

england.bgsw-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.

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A Warm Welcome

A Warm Welcome to our Bristol, North Somerset & South Gloucestershire Colleagues

We are pleased to announce that as of 1 March 2020 the NHS England South West (North) local area team will be responsible for overseeing all our optometry contractors in Bristol, North Somerset & South Gloucestershire.

The South West region has recently undergone a restructuring of its regional area teams and as a result the South West (North) team will now be taking over responsibly from the South West (South) team who previously looked after our contractors in Bristol, North Somerset and South Gloucestershire.

The South West (North) team will as of 1 March 2020 be responsible for all contractors from the following areas: -

- Bristol
- North Somerset
- South Gloucestershire
- Bath & North East Somerset
- Gloucestershire
- Swindon
- Wiltshire

The transition of work from the South to the North is currently underway and we are also in the process of arranging a single point of contact for email communications. In the meantime, until further notice we ask that you continue to use your current contact details for email communication as follows: -

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

Bristol, North Somerset & South Gloucestershire:
england.optometrysouthwest@nhs.net

Once the new contact information has been finalised we will communicate all details via the newsletter.

If you have any queries or concerns regarding the above changes then please do not hesitate to contact a member of the South West (North) local area team. Our contact details are as follows: -

Melissa Kendall-Milnes	Assistant Contracts Manager	07730381340
Sharon Greaves	Contracts Manager	07900715295
Tracey Howes	Primary Care Support	07730380479

Finally, we would like to take this opportunity to say a huge welcome to our new colleagues and we look forward to working with you going forwards.



**Coronavirus
(COVID-19)
Updates**

Coronavirus (COVID-19) Updates

1. Briefing: Primary care providers and the coronavirus (COVID-19)

Please read through the attached briefing on the Coronavirus (COVID-19) from NHS England (NHSE) and Public Health England (PHE) explaining the measures put in place to ensure the safety of all patients and NHS staff while also ensuring services are available to the public as normal.

The briefing explains the approach being taken by the NHS to protect primary care, the ambulance service and our emergency departments so they can operate as usual.



Coronavirus Primary
Care Briefing 180220

2. Novel Coronavirus (COVID-19) Patient Pathway

Please find attached for your information and reference the Novel Coronavirus (COVID-19) Patient Pathway.

The purpose of this document is to set out the minimum operating standards for each element of the patient pathway from identification of a possible COVID-19 case, through co-ordination of required steps and on to discharge.



Covid-19 Patient
Pathway 20022020.p

Please distribute the attached documents where appropriate to your colleagues.



**Quality in
Optometry
(QiO)**

Quality in Optometry (QiO) 2019-2022 Cycle

The 2019-2022 cycle is now open on the Quality in Optometry (QiO) website for you to submit your self-declaration of compliance against the principles of QiO related to your NHS contract.

Please take the time to log onto the website and complete your submission via the following link: -

www.qualityinoptometry.co.uk



Adverse Incidents

Recent Flooding and Adverse Incidents

In light of the recent flooding problems we have been experiencing in our region over the last few weeks, this is a reminder that if your business is affected by any adverse incidents potentially affecting the performance of your contract to report this to your local area team.

On our recent QiO visits we have seen several Business Continuity Plans in place which have been useful aids; for example, one contractor who recently experienced an unexpected power cut to the premises. If you do hold a Business Continuity Plan for your business now is a timely opportunity to review and ensure its fit for purpose going forwards.

If you need to contact the area team due to an impact on your service delivery, then please email on us on the following contact details: -

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



Easter Bank Holiday Rotas

Easter Bank Holiday Rotas

For our Bath & North East Somerset, Gloucestershire, Swindon and Wiltshire colleagues we will be emailing week commencing 2 March 2020 the pre-populated spreadsheets with the proposed opening hours for the Easter Bank Holiday period. Once received can you please check and return by no later than the 20 March any amendments to the rotas before they are issued region wide.

For our Bristol, North Somerset and South Gloucestershire colleagues we will not be transitioning Bank Holiday responsibilities from the South West (South) team until June 2020. If you have any queries regarding opening hours for the bank holiday period, then please contact the team via: - england.optometrysouthwest@nhs.net



PCSE Ophthalmic Bulletin

PCSE Ophthalmic Bulletin – February 2020

Please see below the February Edition of the PCSE Ophthalmic Bulletin. This month the focus is on how to get the most from PCSE online Ophthalmic services. The February issue covers: -

- How to register for the Performers List and Ophthalmic Payments
- What to do if you haven't received our original registration letter
- Get help with PCSE User Guides
- What to do if you use a Practice Management System



PCSE Opto Bulletin
Feb 2020_FINAL.pdf



PCSE Online Payments

Online Ophthalmic Payments Service

The online Ophthalmic payments service provides you with a quicker and easier method of submitting payment claim forms, together with a host of other benefits.

Several Early Adopters who have been using the PCSE Online service over the last two months, have reported that they have seen:

- Reductions in costs from no longer needing to post forms in
- No rejected claims, as all of the information and data is verified and validated upfront
- Easier monthly payment reconciliation thanks to now having detailed online statements to review.

What you need to do now

Before you can access the service, you will need to be registered on PCSE Online. This applies to anyone whether you are planning to use PCSE Online or your PMS provider's eGOS solution.

PCSE sent out letters inviting you to register for the new service last month. This letter provided your unique access code, and a guide for Contract Holders on how to confirm the User Administrators for their practice.

If you didn't receive a letter or no longer have it and still need to register, please contact the PCSE Customer Support Centre on **0333 014 2884**.

Verification on information and data

The next step is for the information and data to be verified and processed onto the system. Once you have been processed then an email will be sent out to you to confirm that your access is live. Please be aware that the verification process can take several days from submitting User Administration information.






Once all data has been verified and processed you can start using the online payments system. You can also access user guides, if you need them, on the PCSE website.

If you are still unsure of what to do or have queries about the new online processes, please visit the PCSE website or contact Customer Support Centre on **0333 014 2884**.

There is also an online help for answers to the most frequently asked questions from PCSE customers which can be found here: [FAQs](#)

PCSE want your feedback

As members of the Ophthalmic community PCSE want your feedback on the upcoming online payments service. Let them know what you think. Are you ready for it? Do you have questions on the new online service? Complete the short 5-minute survey to let them know by clicking here: [Survey](#)

 <p>Vouchers at a Glance</p>	<p>Vouchers at a Glance – Latest Version June 2018</p> <p>Following several of our QiO visits we have noticed the latest version of the Vouchers at a Glance (June 2018) is not being used.</p> <p>For guidance on the most up to date voucher values and GOS eyesight test minimum intervals please refer to the latest edition of Vouchers at a Glance (June 2018); copy available below.</p> <p>Please ensure your staff have available for reference the most up to date guidance to ensure no confusion over voucher values when dealing with patients</p>  <p>Vouchers at a Glance_june2018_fir</p>
 <p>Optical Voucher Scheme Guidance</p>	<p>Making Accurate Claims in England Guidance</p> <p>General Ophthalmic Services and Optical Voucher Scheme Guidance can be found by clicking here Making Accurate Claims This Guide has been produced by the Association of Optometrists and will help you with common questions relating to all Optical Vouchers.</p> <p>The area team uses this guidance when answering questions that we receive from our contractors to ensure a consistent message is being relayed.</p>
 <p>Contract Changes</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: -</p> <ul style="list-style-type: none"> • Bath & North East Somerset, Gloucestershire, Swindon & Wiltshire: england.bgs-optom@nhs.net • Bristol, North Somerset & South Gloucestershire: england.optometrysouthwest@nhs.net
 <p>ODS Portal</p>	<p>Organisation Data Service (ODS) Portal</p> <p>Did you know you can look up your ODS code using the ODS Portal provided by NHS Digital? It is important that practice details are kept up to date on ODS and that NHS Digital hold the correct details. The ODS code is also required for using our online forms, including CET submissions.</p> <p>Please click the link below to the ODS portal: https://odsportal.hscic.gov.uk/</p>

Useful Contact Details

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

Melissa Kendall-Milnes	Assistant Contracts Manager	07730381340
Sharon Greaves	Contracts Manager	07900715295
Tracey Howes	Primary Care Support	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/> Secretary: Adrianstreet@glosloc.co.uk