



NHS England and NHS Improvement – South West

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## COVID Vaccinations for Optical Staff

Over the last couple of weeks NHS England & Improvement have sent out information from your local Clinical Commissioning Group (CCG) regarding how to obtain a COVID vaccination for your optical staff. If you have not already done so, please follow the instructions stated in the relevant email to register for the vaccination.

Please see below the communication sent out relating to your local areas explaining how to register optical staff for vaccinations in your region. Be aware the process to register for a vaccination varies in each region, so please read thoroughly the email on how to apply for the area you need.

- **Bath & North East Somerset, Wiltshire and Swindon**



- **Gloucestershire**



- **Bristol, North Somerset and South Gloucestershire**



COVID Vaccinations  
BNSSG .msg

- **Dorset**



COVID Vaccinations  
Dorset.msg

- **Somerset, Devon, Cornwall & Isles of Scilly**

Your Local Ophthalmic Committee (LOC) will be working with CCGs to ensure your staff can access vaccinations for your areas.

With regards to obtaining a vaccination please check the eligibility for the vaccination as below; please ensure all members of your staff are aware of the following points: -

You will not be able to receive the vaccine if you are/have any of the following: -

- Unwell with a fever – please book when you are well again
- Received the flu vaccine (or any other vaccine) in the last seven days– please book this appointment seven days before or after the flu vaccination
- You have had COVID in the last 28 days – please book 28 days after your first Polymerase Chain Reaction (PCR) positive test result

Also, please ensure you inform the CCG when you book your appointment if you have any underlying health conditions e.g. known allergies.

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## Lateral Flow Testing – Have you order your lateral flow tests?

The majority of primary care contractors have now ordered lateral flow tests for their patient-facing staff on the online portal, as set out in direct communication by Primary Care Support England (PCSE), who are managing the ordering and delivery process. Deliveries to contractors who had ordered by 30 December have already started and will continue in the coming days and weeks.

However, there are still primary care contractors who have not completed their order. If you have not yet placed an order, it is important that you log onto the [portal](#) and complete the order as soon as possible to start to receive deliveries. You will have received direct communications from PCSE to the registered email address who normally manages the business as usual supplies orders with PCSE. You should ensure that they have checked these emails and that duplicate orders are avoided.

You should order [one box for each patient-facing member of staff](#), for example if there are 10 patient-facing members of staff delivering NHS services within an organisation, the order should be for only 10 boxes of test kits – as one box contains 25 tests and it is enough for a member of staff to test for 12 weeks.

[SOPs](#) and [FAQs](#) on lateral flow testing in primary care are available for further information.

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## Paper GOS forms are changing from 1 February 2021

If you haven't made the switch to online GOS yet, please be aware that all paper GOS claims dated from 1 February 2021 must be submitted using the new style scannable GOS forms. New paper GOS forms, are available to order from the [PCSE portal](#).

Old paper GOS forms should only be used for any claims up until 31 January 2021 - any claims after this date using the incorrect form will be rejected.

If you are planning on using the new paper forms instead of submitting claims online PCSE have created a number of video guides which will be available on the PCSE [YouTube](#) channel. Please note, the paper scanning process is automated, which means that forms with missing or incorrect data will be automatically rejected and returned, even if the error seems minor.

You must download new style batch headers [here](#) and attach them to new paper forms. If you are sending paper claims for sight tests carried out prior to 1st February, you should use the old forms, but these must be submitted separately with the old-style batch headers to ensure they can be processed effectively.

### Not yet moved to online GOS claims?

If you have not moved to online GOS via your PMS or directly via PCSE Online yet make it a priority this week to avoid your staff having to adapt to the new style forms on 1<sup>st</sup> February.

By moving online you will be joining over 50% of optical practices throughout England who are already benefitting from:

- No rejected claims - The system checks that you've completed all mandatory fields before you submit the claim
- Detailed monthly statements - Reconciliation has never been easier. Monthly statements include payments by claim type and even link back to individual claims
- Saving time and money - Reduced resource costs to manually process and post claims

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## Brexit

Following Britain's exit from the EU please note anyone who meets the criteria for free sight tests continues to remain entitled to them regardless of nationality, as per the Primary Ophthalmic Services Regulations 2008. The DHSC issued new [guidance on overseas visitor charges](#) in August 2020, which confirms that primary eye care services are outside the scope of the charging regulations.

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## NHS Mail Accounts

Please be aware if your organisation holds an NHS mail account your Local NHS Regional Team will be sending all communication updates to this address in the future. Always check your NHS mail account on a regular basis for incoming announcements from NHS England and Improvement.

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## PCSE - Ophthalmic Payment Queries

If you have an ophthalmic payment queries you need to contact PCSE via the online contact form by using the following link:

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

PCSE will provide support and respond to you on all queries relating to: -

- Batch Header Requests/Query
- Cancel a GOS Claim
- CET Grant Claims
- Domiciliary Visit Notifications Query
- GOS Payment Statement
- HC5 Patient Refund Query
- GOS Payment Query
- New Contractor Set Up
- Portal Set up queries
- Pre Reg-Training Grant
- Rejected Claim Forms
- Approved Signatories

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## Reminder - Contact Details South West Regional Optometry Team

Reminder that all email communications will now be via the following email address:  
[england.optometricsouthwest@nhs.net](mailto:england.optometricsouthwest@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 below.

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

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

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## Email Correspondence – Signature Details

Please can you ensure when communicating with the South West Optometry Team you include the following details within your correspondence to help us with responding to your enquiry. Many thanks.

- Contact Name
- Name of Contractor
- ODS Code

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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.optometricsouthwest@nhs.net](mailto:england.optometricsouthwest@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](mailto:pcse.optical@nhs.net) is now closed and messages sent to this address will no longer be dealt with.

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## Useful Information

INFORMATION



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

Team Member	Telephone	Email Address
Kath Hughes	07730 374739	<a href="mailto:england.optometricsouthwest@nhs.net">england.optometricsouthwest@nhs.net</a>
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](#)

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## 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/>