



NHS England and NHS Improvement – South West

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Extending Medical Examiner Scrutiny to Non-acute Settings

The attached document “BO477 Letter extending medical examiner scrutiny to non-acute setting” sets out what local health systems now need to do to implement the national medical examiner system for scrutiny of non-coronial deaths across all health settings.

[NHS England » System letter: Extending medical examiner scrutiny to non-acute settings](#)

Data Security & Protection (DSP) Toolkit Requirements

Practices are reminded that the requirement to complete the DSP Toolkit had been interrupted by the pandemic, with the deadline to complete the toolkit now extended until **30 June 2021**. This includes practices that already had an NHS Mail account pre-Covid-19.

Practices are also reminded that the DSP toolkit needs to be completed annually.

If you have not already completed the toolkit, please use the following link below to complete your submission before the deadline of the 30 June 2021.

[Log In \(dsptoolkit.nhs.uk\)](https://dsptoolkit.nhs.uk)

Personal Protective Equipment and Heat: Risk of Heat Stress

Wearing personal protective equipment (PPE) in warm/hot environments increases the risk of heat stress. This occurs when the body is unable to cool itself enough to maintain a healthy temperature. Heat stress can cause heat exhaustion and lead to heat stroke if the person is unable to cool down.

Measures to control the temperature of clinical environments and enable staff to make behavioral adaptations to stay cool and well hydrated should be made. Staff may require more frequent breaks and the frequency of PPE changes may increase, with a resulting increase in demand.

Please see attached link to an alert which provides guidance and action to reduce the risk of heat stress.

- [CEM CMO 2021 012.pdf](#)
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Temporary changes to Optometry Handbook and Supervision Policy Extended

Given the ongoing uncertainty due to the COVID-19 pandemic, the General Optical Council (GOC) have agreed to extend the temporary changes to the Optometry Handbook and Supervision policy for the 2021/22 and 2022/23 academic years. For further details follow the link: -

[Temporary changes to Optometry Handbook and Supervision policy extended \(optical.org\)](#)

Covid-19 Assurance & Post Payment Verification (PPV) Exercise

As part of a COVID-19 assurance programme of work commissioned by NHS England & Improvement to evaluate the effectiveness of optical responses to the pandemic, the NHS Business Services Authority Provider Assurance (Ophthalmic Services) (NHSBSA PAOS) team will be undertaking PPV on a limited number of contractors across the country around GOS1 claims undertaken between June – December 2020.

In the forthcoming weeks a small number of practices across the South West region will be contacted by NHSBSA to submit their claims undertaken during the period June – December 2020. NHSBSA will then collate and share the results of the PPV activity with NHS England and NHS Improvement central and the regional team.

Important Information for Ophthalmic eGOS Users

PCSE are pleased to confirm that you can now submit eGOS claims and access PCSE Online following system maintenance to allow for the launch of a new Payments and Pensions service for the GP sector.

You can now submit any backlog of claims covering the system downtime window from 7pm on Friday 28 May until 10am Sunday 30 May and continue with eGOS and PCSE Online as normal.

Please refer to the Business Continuity Guidance which has been published for Ophthalmic Contractors available [here](#). Please take note of the additional advice relating to Performer Declarations for this major service deployment window. Extra discretion has been agreed between PCSE and NHS England & Improvement whilst the system was not available.

Quickly Signpost Patients with NHS Service Finder

Improvements have been made to NHS Service Finder, which gives health and care staff access to accurate information when signposting patients to other local services. The latest release makes searching for services faster and simpler, search results are now easier to navigate, and there are also more options for filtering by service type and opening times.

Creating an account is quick and easy, and open to anyone working in health or social care.

Register with your NHS mail email address for immediate access from your computer, smartphone or tablet. For more information, visit the NHS Digital website or email service.finder@nhs.net.

Reminder - Covid-19 Outbreak Reporting

This is a reminder that contractors should inform the Primary Care Team if any of your team are reported as Covid-19 positive via email to england.optometrysouthwest@nhs.net. This will enable us to help and support you, and so that we are aware of any staffing pressures you may have.

Need Support with Submitting GOS Claims Online?

GOS claims can now be submitted online directly via PCSE Online or through your Patient Management system (PMS).

- If you are using PCSE Online to submit your claims, and would like further information or guidance on using the portal, please click on the link below, which contains access to a range of resources including our YouTube channel with a range of 'how to' videos.
- If you use practice management software, please contact your PMS provider directly for more any support you need when submitting online claims.
- Want to see your latest statement? All users – both PCSE Online and PMS users – can access their Statements via PCSE Online. Click the link below to find out more.
- Not moved online and want to? Click on the link below to find out how.

Please note new paper GOS forms, which can be used as contingency in case of emergency, i.e. power outages, are available to order via the [PCSE Portal](#).

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

Reminder - Contact Details South West Regional Optometry Team

Reminder 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 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 will no longer continue to be monitored going forwards and your message may not be dealt with.

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
-

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

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 |
| Tracey Howes | 07730 380479 | |

Website

Please see our website for more information and any blank templates, forms and documents [here](#)

Primary Care Support England (PCSE)

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/>