

NHS South West Collaborative Commissioning Hub

May 2025

Optometry Bulletin

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GOS Complaints

We would like to remind you that the window for the online data collection will close at 11.59pm Friday 6 June 2025, thank you to those contractors who have completed their return. Please remember it is a contractual requirement to make a submission even if you have not received any complaints during 2024-2025. You can submit your return here

<https://online1.snapsurveys.com/Interview/9be719c6-70ed-49f8-a17f-0dc3b9f1e058>

Contract Variation – Adobe Sign

Across the SW national contract variations were issued to all relevant contractors using DocuSign in February 2025. Where we had not received confirmation from contractors via DocuSign of these having been acknowledged and signed by 31st March 2025 the variations have now been reissued using AdobeSign. Could you please check your in box, including junk/spam folder, and action the variation notifications please.

Where contracts are held across several ICB areas, you will receive separate emails with contract variations for each individual ICB. Depending on the version of the contract you are on, each email may include several variations; there have been two national variations for both mandatory and additional services contracts: one variation for amendments which came into force in 2023 and a second variation for those in 2024.

CPD Claims

The PCSE portal for claiming a CPD payment relating to activity carried out in 2024/25 will open on 1st July and close on 31st October. Performers can only receive a CPD payment by submitting their claim via a GOS contract holder.

Within The General Ophthalmic Services Contracts (Continuing Professional Development Allowance) Payments Directions 2024 it notes “*CPD allowance*” means an allowance paid to a contractor in respect of continuing professional development undertaken during the relevant year by the contractor or by an ophthalmic practitioner employed or engaged by the contractor to perform ophthalmic services under a GOS contract;

Contract holders submitting claims on behalf of performers are required to make a declaration in relation to each performer CPD claim, the PCSE portal wording for the 2023/24 CPD cycle is noted below **(please review the declaration for 2024/25 when submitting any claims):**

For claims made in respect of a named ophthalmic performer I confirm that the information provided is correct to the best of my knowledge and that appropriate action may be taken if there is proved to have been more than one claim or payment made in respect of the named ophthalmic performer. I further confirm that, if I have not made CPD available in paid time or under an alternative arrangement agreed between us, I will pass on the CPD allowance payment to the named ophthalmic practitioner. In the case of a registered optometrist subject to the requirements of the General Optical Council (GOC), if I have made available fewer than 12 GOC accredited points of CPD I will pass on to the named performer a proportion of the payment calculated either on a basis agreed between us or, failing that, pro rata, based on 12 points made available entitling me to retain 100% of the annual grant.

This declaration should only be made by a contractor who has a professional relationship with the performer as it asks for assurances relating to the CPD the contractor has provided during the financial year, or alternative arrangements agreed with the performer for them to undertake CPD independently. It also notes the pro rata proportions of the CPD grant to be paid to the performer, or retained by the contractor, relevant to the specific CPD arrangements in place for the individual performer for the specified claim period.

Temporary Suspensions

Please note that it is a contractual requirement to advise us if you are not able to fulfill your contracted GOS hours due to unforeseen circumstances such as fire, snow, flooding or staffing issues. Please inform us by sending an email to england.optometrysouthwest@nhs.net

NHS Email Accounts

Please note that you must not send any patient identifiable information via insecure email addresses. In the case where you must send patient identifiable information, please ensure that you do so using a secure NHS email address or Egress.

There are two processes for requesting a shared store email/Egress account, depending on whether the contractor has 10 practices or less, outlined below:

1. **GOS contractors with 10 or more practices**

- Contractors to complete the form at the link below, NHSBSA will then create an Egress account on receipt of the completed MS Form:

[NHS mail address/Egress request form \(Page 1 of 6\) \(office.com\)](#)

2. **GOS contractors with less than 10 practices**

- Contractors should contact NHSBSA on pao-support@nhsbsa.nhs.uk, to request an authentication code. Once they have the code, they will be directed by NHSBSA to complete this form <https://portal.nhs.net/Registration#/optometry>

Please note, if contractors complete the form without first contacting NHSBSA for the authentication code the application will **not** be processed.

For assistance with unlocking your NHS email account please call 0333 200 1133 or email helpdesk@nhs.net

Information for Additional GOS Contract Holders

We wanted to take this opportunity to remind all additional GOS contractors of the following:

- Patients in hospital are not eligible for a GOS domiciliary sight test. The fees for any visits and optical appliances supplied to patients in hospital must be met by the NHS Trust requesting the service or privately by the patient themselves.
- When submitting same day substitution requests to our team please ensure these are sent from a secure email address such as an NHS Mail account. This is essential to ensure patients data is transmitted securely to safeguard against any potential data breach.
- Same day substitution requests should only be shared with the team covering the ICB in which the substituted patient lives, not the ICB in which original patient who was due to be

seen lives if this is different. Details of contact email address for all optometry teams across England can be found here [Integrated Care Board \(ICB\) optometry contact email addresses | NHSBSA](#)

- Where a same day substitution request is sent to the SW team in error, for example for a patient to be substituted who does not reside in one of the 7 South West ICBs, please ensure you follow your internal information governance procedures for recording, investigating and reporting breaches to GDPR. Guidance for organisations on managing breaches of GDPR can be found here <https://ico.org.uk/for-organisations/report-a-breach/personal-data-breach/personal-data-breaches-a-guide/>

Supreme Court Ruling on the Definition of 'Sex' Under the Equality Act 2010

Last month, the Supreme Court issued a landmark ruling confirming that, for the purposes of the Equality Act 2010, the term 'sex' refers to biological sex.

This decision brings clarity to the legal interpretation of the Act and is expected to have implications for public sector organisations, including the NHS.

NHS England is working closely with Government to review current policies and guidance in light of this ruling. An update will be shared as soon as further information becomes available.

In the meantime, NHS England remains firmly committed to treating all patients, staff and visitors with respect. Every patient is entitled to high-quality care that meets their individual needs and upholds their privacy and dignity, in line with our core values and the NHS Constitution.

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 - Contact Name, Name of Contractor, ODS code. Thank you.

Information on Referring Patients via a Single Point of Access (SPA)

Performers who are not able to check information on the spine risk that patient details are not 100% correct and are at risk of not being compliant with GDPR.

Please always

- ask the patient to give details as they are registered with their GP in case they use a different name
- tell them to use full names – e.g. Robert not Bob
- tell the patients to make sure they update their details with the GP, if patients have changed their address but not told their GP that can cause an error.

Making Accurate Claims

Please find below the link for Making Accurate Claims in England which was updated in September 2024 for your records.

[Making accurate claims in England | 2024](#)

Navigating Ethical Challenges in Optometry

This [guidance](#) has been designed to provide practical information to support commissioners and providers of NHS healthcare in their work to protect people who are vulnerable and/or susceptible to radicalisation. It is intended for use by:

- NHS organisations
- commissioners of NHS services
- organisations working on behalf of the NHS
- organisations providing services for the NHS or NHS patients

It supplements the Prevent duty guidance for England and Wales and will assist in contracting in line with the NHS standard contract.

Learning From Patient Safety Events (LFPSE)

Please find a link below to an explainer video regarding the new reporting platform, LFPSE, which is being introduced.

<https://www.youtube.com/watch?v=mlRu-B-XbGM>

GOS 6 User Guide



201xx-gos-6-user-guide_v1.pdf

Interpretation and Translation Services

Interpretation and translation services are available for Community Optometrists when treating NHS Patients. These services are commissioned and paid for by NHS England.

This document provides details on how to currently access these services.



20230630 South
West Interpretation

This information is also available to access via the NHS South West website via the following link
[NHS England — South West » Interpretation and Translation Services](#)

Useful Information

NHS England – South West Region Optometry Contract Management Team

Team Member / Working Days		Telephone	Email Address
Michele Toy	Mon - Thurs	07568 431890	england.optometrysouthwest@nhs.net
Sarah Lillington	Mon - Thurs	07920 834445	
Louise Norman	Mon - Fri	07730 379362	
Thomas Toogood-Smith	Tues - Fri	07551 136800	

Website

Please see our website for more information and any blank templates, forms and documents. The contact details for all 7 ICB Complaints Teams can also be found on this page

[NHS England — South West » South West Eye Health information](#)

Primary Care Support England (PCSE)

PCSE has the responsibility for the delivery of NHS England primary care support services.

For Opticians PCSE provides:

- [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.

Guidance for contractors is available here: [Ophthalmic Payments | PCSE \(england.nhs.uk\)](#)

Contact details for PCSE

- If you have an ophthalmic payment queries you need to contact PCSE via the online contact form by using the following link: [Ophthalmic Payment enquiries | PCSE \(england.nhs.uk\)](#)

NHS Business Services Authority (NHSBSA)

Contact details for NHSBSA

- GOS4 Pre-authorization (for adults): pao@nhsbsa.nhs.uk
- Contract management queries: pao-cm@nhsbsa.nhs.uk
- NHS Mail/any other contractor queries: pao@nhsbsa.nhs.uk