

To: • General Ophthalmic Services  
contract holders

cc. • Commissioners of General  
Ophthalmic Services

- Representative membership bodies  
for optometry

NHS England  
Wellington House  
133-155 Waterloo Road  
London  
SE1 8UG

**14 June 2023**

Dear Colleague

I am writing to offer my sincere apologies for the inconvenience caused to you and your teams as a result of the recent problems with the PCSE Online system. I fully appreciate the frustration caused by not being able to access or operate the system as intended, and the impact this has had on time, resources and interruption to patient care.

The communications from PCSE will hopefully have enabled you to keep up to date with developments over the last couple of weeks. The problems stemmed from some critical software upgrades installed over the weekend of 20-21 May. Despite the initial testing indicating that the system was functioning as intended, from Monday 22<sup>nd</sup> May onwards PCSE Online users reported significant issues with the system, including login errors, system slowdown and runtime errors. Over the last two weeks, PCSE have diagnosed and implemented system fixes and improvements. The web portal should now be working as normal but do contact PCSE if you continue to experience issues.

I would like to say a huge thank you for the work that you and your colleagues have already carried out clearing the back log of claims that you were not able to create and submit over this time.

To further assist colleagues NHS England has agreed to the following actions:

**1. All contractors**

To address the challenges associated with completing the patient signature box when processing backlog claims, we can confirm that a short code of 523 (short for May 2023) can be added to the patient signatory box in lieu of an actual signature. This must only be used for claims affected by the system outages where the patient was unable to sign the eligibility declaration.

**2. For PCSE Online portal contractors with in-bank dates of 7, 8, 9, 13, 14, 15, 16 and 20 June only**

PCSE have agreed to process payment claims on two additional dates: 16<sup>th</sup> June and 29<sup>th</sup> June. All claims submitted between the last monthly cut-off date and 3pm on Friday 16<sup>th</sup> June will be uploaded for payment by 20<sup>th</sup> June and included in the next available payment run for your ICB. For the 29<sup>th</sup> June additional payment, claims submitted from 3pm onwards on 16<sup>th</sup> June and up to 3pm on 29<sup>th</sup> June will

be uploaded for payment on Monday 3 July. Typically, ICBs have two payment runs per week.

**Please note that all submitted but unpaid claims in the system will be paid at this time. This will include claims that you may usually have expected to be paid in July.**

Thank you again for your patience and perseverance during this period.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'Ali Sparke', is positioned above the printed name and title.

**Ali Sparke**  
Director of Optometry, Dental and Pharmacy  
NHS England