

Optometry Bulletin

In this Issue:

Contents.....	1
Optometry Bank Holiday Update	2
Covid-19 Update.....	2
Protecting your Eyes.....	2
Changes to Monkeypox Classification.....	2
PCSE Update – CET claims window opening soon.....	3
Patients requesting a Second Opinion.....	3
Non-Tolerance.....	3
NHS Email Accounts.....	3
Email Correspondence – Signature Details.....	4
Useful Information.....	4
Primary Care Support England (PCSE).....	4

Optometry Bank Holiday Update

No optometry rota will be published for the August bank holiday weekend however if optometrists know they will be open for the weekend could they please contact NHSE.

Covid-19 Update

With increasing Covid-19 infection rates in some regions, it is advised all GOS contractors review the IPC guidance and where necessary temporarily increase IPC measures, including universal masking, to help reduce the local transmission rate. NHS England up to date IPC Guidance can be found here:

[NHS England » National infection prevention and control](#)

Protecting your Eyes

As we approach the Summer months and have already experienced recording-breaking temperatures across many parts of the UK, it's important to remember that your eyes, as well as your skin, need to be protected when spending time outside. Exposure to ultraviolet (UV) light has been linked to eye conditions, including cataract and macular degeneration, which can lead to sight loss. It is especially important for parents to protect their children's eyes, as they are more susceptible to UV rays due to their larger pupils and clearer lenses.

“The good news is that high quality sunglasses can give you the protection your eyes need. So, if you find yourself outside during the hot weather, **always** wear sunglasses with UV protections, find shade where possible when UV rays are at their strongest, and make sure you keep yourself hydrated with plenty of fluids.”

Changes to Monkeypox Classification

The current outbreak of monkeypox will no longer be designated as a high consequence infectious disease. [An updated risk stratified clinical approach](#) has been developed to ensure that confirmed cases receive appropriate care, while also managing transmission risk.

Patients are being reminded to contact a sexual health clinic if they have a rash with blisters and either:

- have been in close contact, including sexual contact, with someone who has or might have monkeypox (even if they've not been tested yet) in the past 3 weeks
- have been to west or central Africa in the past 3 weeks

Patients who meet these criteria should be assessed and tested in line with [UKHSA guidance](#)

If patients are not able to contact a sexual health clinic, they should call 111. Additional information for patients is available on [nhs.uk](#)

PCSE Update - CET claims window opening soon

The 2021-22 Continuing Education and Training (CET) claims window will open on Friday 1 July 2022. To submit a claim [click here](#)

Submitting a CET claim is quick and easy to do on [PCSE Online](#):

1. Performer logs into PCSE online and creates and signs their CET claim
 2. Contractor signatory logs in and signs and submits the Performer's CET claim
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Patients requesting a Second Opinion

If you are approached by a patient who is asking for a second sight test having been seen elsewhere, it is important that you give the patient the correct advice. Please note there is no provision within the general ophthalmic services (GOS) to offer a second sight test unless there is a clear clinical need as determined by the optometrist. If the patient is unhappy with their original sight test they should be advised to return to the original optometrist and raise the concern with them. Alternatively, the patient can make a complaint via NHS England Contact Centre. On occasion some patients have been offered a second NHS sight test by another practice having been dissatisfied with the first sight test. In these circumstances, as well as not being eligible for the second NHS funded sight test, the patient would also not be eligible for any GOS vouchers to help with costs.

Non-Tolerance

The GOS scheme provides support for patients who, exceptionally, cannot tolerate new spectacles made with a “clinically correct” prescription. In such cases, if a second sight test is necessary, you should annotate the GOS 1 form with the words “re-test/non-tolerance”. You may only issue a second voucher after receiving the prior approval from NHS England by emailing us at england.southeastoptometry@nhs.net. Upon receiving approval, the GOS 3 form should be annotated accordingly (including the date and the name of the NHS England official who gave you the approval). You should not claim, if patients are unable to tolerate new spectacles because of a mistake, a misjudgment by the prescriber, a mistake by the dispenser, intolerance to the chosen lens form or design, or manufacturing errors.

NHS Email Accounts

If you require either a Generic or Personal NHS email account, you can contact the NHS Business Services Authority to request this.

Please follow the link below and this will show you the steps of how to apply for an account.

- <https://forms.office.com/r/SzaDjwpZxM>

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

Useful Information

NHS England – South West Region Optometry Contract Management Team

Team Member	Telephone	Email Address
Melissa Kendall - Milnes	07702 427588	england.optometrysouthwest@nhs.net
Tracey Howes	07730 380479	
Kath Hughes	07730 374739	
Clinton Chisholm	07783 818787	
Helen Oakes	07752 781585	

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 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.

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: <https://pcse.england.nhs.uk/contact-us/>
- GOS4 Pre-authorization (for adults): Nhsbsa.paos@nhs.net
- Contract management queries: nhsbsa.pao-contractadmin@nhs.net
- NHS Mail/any other contractor queries: Nhsbsa.paos-support@nhs.net