

## LOC HOT BRIEF

Confidential to Optical Contractors & Performers • June 2016 • Issue 50

### Private & Confidential

*Hot Briefs contain guidance and advice from the Optical Confederation and LOCSU on important issues relevant to all ophthalmic contractors and performers, which we would like LOCs to be aware of or to take action on.*

*LOCs are asked to ensure that Hot Briefs are circulated to all contractors and performers in their area as soon as possible.*

**Any LOC requiring advice/support on any aspect of their work should contact LOCSU on 020 7549 2051 or email [info@locsu.co.uk](mailto:info@locsu.co.uk)**

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## 1. PCSE update

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As mentioned in previous Hot Briefs, LOCSU and the Optical Confederation are continuing to raise concerns at the highest level about the issues ophthalmic contractors are facing with regard to the PCSE service provided by Capita for NHS England.

Capita have apologised for the difficulties customers have experienced with the PCSE service and have agreed a recovery plan with NHS England which includes expansion of the team dedicated to ophthalmic queries. Regular calls are taking place with Capita and NHS England to monitor the situation and will continue until we are certain that the service is operating at the expected level.

### **Ophthalmic payments processing**

Capita have acknowledged that opticians most impacted by the changes are service users of the previous Darlington, Maidstone, Reading and Surbiton PCS offices. To ensure the backlog of payment queries from these areas can be resolved, a full audit of all GOS claims forms received from service users of these offices since February 2016 is being conducted and a dedicated ophthalmic queries team has been put in place.

PCSE have provided new tailored GOS submission headers to increase processing efficiency, and are changing where GOS claim forms should be sent, to ensure they can be processed in the most effective and timely way. **Contractors are reminded to make a photocopy of each completed submission header and submit both copies of each with their GOS claims.** One copy will be returned to the contractor with the remittance note along with a list of any returned forms to assist payment reconciliation.

With immediate effect, contractors who previously sent GOS claims to the Darlington, Maidstone, Reading and Surbiton PCSE offices should send them to: Primary Care Support England, PO Box 350, Darlington, DL1 9QN.

For further information on these changes, please get in touch with [PCSE.enquiries@nhs.net](mailto:PCSE.enquiries@nhs.net).

### **Ophthalmic payment queries**

As a reminder, ophthalmic payment queries should be sent to [optical\\_queries@capita.co.uk](mailto:optical_queries@capita.co.uk). Please include the practice name in the subject header of all email queries submitted.

Any contractor with potential cash flow issues should mark the email subject header as “**URGENT – non-payment of GOS claims – cash flow issue – [practice name]**” to ensure the query is given priority.

The telephone number for the Customer Support Centre is 0333 014 2884.

### **Who should practices contact for what?**

The new [Contact us](#) section on the PCSE website provides a list of all PCSE offices, the services they provide / provided, and the current contact details practices should use to access their services. Please read the information relating to local offices carefully as in some cases processing of ophthalmic claims has been moved prior to the office closure.

### **Information for contractors submitting GOS claims by post or courier to Darlington**

The [Contact us](#) section of the PCSE website and correspondence sent direct to practices impacted by the office closures and work migration states that **GOS claims submitted by post should be sent to Primary Care Support England, PO Box 350, Darlington, DL1 9QN**. Please note while this is the correct address for all submissions via Royal Mail, including any of their tracking services, **GOS claims submitted by courier need to be sent to CDIS (PCSE UNIT 1), Roundhouse Road, Faverdale Industrial Estate, Darlington, DL3 0UR**.

### **Claiming interest, bank charges and administration costs in relation to the late payment of GOS fees**

LOCSU and the Optical Confederation have been working with NHS England to agree a standardised process for contractors to claim interest, administration costs and bank charges in relation to the late payment of GOS fees by PCSE.

The process is currently going through the internal approval channels within NHS England.

A proforma for making a claim will be circulated along with guidance for contractors as soon as this has been signed off.

### **Claiming CET grants**

Claims for CET undertaken by ophthalmic practitioners between 1<sup>st</sup> January to 31 December 2015 must be made between **1 July 2016 and 31 October 2016** and should be **submitted to the same PCSE address that the contractor’s GOS claims are currently submitted to**. Please see the [Contact us](#) section of the PCSE website.

As a reminder, CET allowance payments are payable to contractors. A payment can be claimed by a contractor in respect of either:

- (a) CET he/she has undertaken personally in the year between 1<sup>st</sup> January to 31 December 2015.

(b) CET undertaken in the year between 1<sup>st</sup> January to 31 December 2015 by an ophthalmic practitioner on the Ophthalmic Performers List.

The CET allowance for 2015 is £540.

For a copy of the CET claim form go to [www.locsu.co.uk/uploads/hot\\_briefs/cet\\_claim\\_form\\_2016\\_v1.docx](http://www.locsu.co.uk/uploads/hot_briefs/cet_claim_form_2016_v1.docx)

### **Performer List Applications**

It has come to light that there has been historical variation in the approach to Performer List Applications in some areas, which has been inherited by PCSE. This variation has resulted in difficulty for some pre-registration optometrists. LOCSU has reminded NHS England and PCSE that there is supposed to be a standard operating procedure in place across England, as agreed in 2013. We are working with all parties to ensure the agreed standardised approach is implemented across the whole country asap.

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## **2. National Ophthalmology Audit**

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A number of LOCs have highlighted recent correspondence from local Acute Trusts requesting that optometrists submit data on post-operative refraction and outcomes following cataract surgery to the new [National Ophthalmology Database](#).

LOCSU welcomes this project to collect national outcomes data and has advised that it is reasonable that optometrists participating in a funded community cataract post-operative service should be required to provide audit data as part of the service contract.

LOCs are reminded that if there is no locally commissioned post-operative service, there is no requirement for optometrists to submit audit data. Where a local Acute Trust wishes to participate in the national audit, this is an excellent opportunity to get a community cataract post-operative service commissioned. Please note a cataract post-op service can be commissioned either by the CCG or by the Acute Trust themselves.

LOCSU's Commissioning Leads are working with a number of LOCs and Acute Trusts on new cataract post-op services that will support the national audit. For further information contact [info@locsu.co.uk](mailto:info@locsu.co.uk)

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## **3. NHSmail users**

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Following a recent upgrade of the current NHS email system, existing users will need to check that they have up-to-date email programmes and browsers to continue to use the new and improved NHSmail 2 platform.

The new platform promises a larger inbox capacity (4GB), an improved contact directory and instant messaging, among the enhancements. To take advantage of the upgrade, users must have Outlook 2007 or later installed while internet browsers must check they have later versions installed for the best user experience.

The Health and Social Care Information Centre is in the process of replacing the current system and users can check the transition timeline and user requirements by reading the [Transition Guide via this link](#).

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