



Optometry Handbook For Greater Manchester

Created by:
The Optometry and
Pharmacy Team



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Introduction

The Optometry & Pharmacy Team has responsibility for all GOS optometry contracts in Greater Manchester. This includes the management of mandatory and additional contracts and authorising GOS claims.

In April 2016 the health care budget was devolved to the GM HSCP which includes the former NHS England Primary Care Commissioning (Greater Manchester Area Team). We are still essentially the same team, providing the same service to you. However, we now sit within the new organisation, and now publish our address details and answer the phone using the new organisation name. Your GOS contract remains an NHSE contract and this team manages that contract.

Optometry & Pharmacy Team Contact Details

The Optometry & Pharmacy Team and Optometric Advisers can be contacted by emailing england.qmtop@nhs.net

This is a secure email address; please ensure any confidential information is sent from a secure address – please refer to the “NHS email accounts” section of the Directory of Services.

This team email is checked throughout the day, and any queries submitted will be passed on to the most appropriate team member.

The Optometry & Pharmacy Team Members

Stephen Riley, Senior Primary Care Manager
Lindsay Crabtree, Business Manager
Monica Roper, Project Officer
Sophia Lapsley, Project Officer, 0113 825 5270
Diane Murphy, Project Officer, 0113 825 5162
Tracy Thewlis, Business Support Officer, 0113 825 5182
Sarah Ward, Business Support Officer, 0113 825 5148

Optometric Advisers:

Harvey Bussin
Sarah Slade



Greater Manchester Address:

Optometry & Pharmacy Team
Greater Manchester Health & Social Care Partnership
4th Floor
3 Piccadilly Place
London Road
Manchester
M1 3BN

Services/Responsibilities/Contacts

1. GOS claims*, payments and pre-notifications

All GOS claim forms should be sent directly to:

Primary Care Support England (PCSE)

Customer Support Centre at:

Primary Care Support England

PO Box 350

Darlington

DL1 9QN

*GOS4's requiring authorisation should be sent directly to the Optometry & Pharmacy Team at Piccadilly Place (address on page 3). Forms sent in error to the PCSE Preston office will be forwarded to the Optometry & Pharmacy Team, and this may cause some delay in receiving a response.

Second pairs and non-tolerance requests must be sent/emailed (NHS.net) to england.gmtop@nhs.net for approval using the correct form. See Second Pairs Procedure. Domiciliary notifications to be emailed, posted or faxed to the Preston office (contact details on the website).

Please visit the [PCSE](http://pcse.org.uk) website to familiarise yourself with their services and contact details.

2. Ordering Stationery

Orders for supply of GOS forms etc. should be made online by accessing the PCSE web site.

<http://pcse.org.uk/opticians/>

3. Other GOS/clinical queries

Contact our Optometric Advisers via the Optometry & Pharmacy Team at:

england.gmtop@nhs.net

Please remember - do not include patient identifiable information in e-mails to the Team, unless you are emailing from a secure (NHS mail) account.

4. Patient Complaints

Patient complaints should be directed to the central NHS England complaints service:-

By post: NHS England, PO Box 16738, Redditch B97 9PT

Tel: 0300 311 22 33 (Monday to Friday 8am to 6pm, excluding English Bank Holidays)



Email: england.contactus@nhs.net (with 'For the Attention of the Complaints Manager' in the subject line). If complaints relates to spectacles or contact lens, the service user should be referred to the Optical Consumer Complaints Service (OCCS), 6 Market Square, Bishop Stortford, Hertfordshire, CM23 3UZ Tel: 0344 800 5071 Email: enquiries@opticalcomplaints.co.uk

Any other complaints should be emailed to england.gmtop@nhs.net

Please note that NHS England can only act on written complaints.

5. NHS Choices

NHS Choices is likely to be the first listing when a patient searches the internet for an optician, so it is important that your practice profile is up to date. The Optometry & Pharmacy Team does not maintain this site, therefore any approved changes to hours or services need to be uploaded by the contractor. If you do not currently have a login to edit your NHS Choices practice profile, please email thechoicesteam@nhschoices.nhs.uk to request one.

6. CET Claims

The preferred route for submitting CET claims is by email to pcse.optical@nhs.net but if you prefer to submit by post you can send to:

Primary Care Support England
PO Box 350
Darlington
DL1 9QN

Please note you are asked to submit only **one claim form per email** so that each form has a unique case reference that can be tracked. Additional information is available on the PCSE website.

7. Alerts

Alerts will be emailed by the NHSE team. Please ensure that you read all optometry related alerts and take appropriate action. Please also retain a copy for your records.

Please ensure you provide the Optometry & Pharmacy Team with a contact e-mail address for your branch, and remember to update us if your e-mail address changes.

8. NHS Email Accounts

In order to ensure that you are complying with data protection requirements, you should **only send patient identifiable information from and to secure NHS email accounts**, and not from and to personal or business email accounts (this includes referrals and pre-notifications).

To reactivate your nhs.net mail account please email your request to;

GMCSU.NHSmail-registrationGM@nhs.net

To register for an nhs.net mail account you must first complete the HSCIC Information Governance (IG) Toolkit available at <https://www.igt.hscic.gov.uk>

This should be submitted along with a completed self-assessment report/certificate and NHSmail registration form to; GMCSU.NHSmail-registrationGM@nhs.net

Forms can be requested via this email address.



9. Performers List /Queries

All performers in England are on one national performer list. Please ensure that any clinicians who operate under your GOS contract are listed. www.performer.england.nhs.uk

10. Quality in Optometry (Contract Assurance)

The contract assurance process for GOS contractors runs on a three-yearly cycle and is completed online via the Quality in Optometry website www.qualityinoptometry.co.uk/ Contractors are required to complete and submit a self-assessment which is reviewed by the Optometry & Pharmacy Team, following which a selection of practices will receive a contract assurance visit. When the contract assurance process is due to start, you will be contacted by the Optometry & Pharmacy Team by email so please ensure that you check your emails regularly, and also that you inform the Optometry & Pharmacy Team if there are any changes to your email address.



Signposting

<p>South Manchester Diabetic Eye Screening Programme</p>	<p>If you are based in Manchester, Salford, Stockport, Tameside and Glossop or Trafford please direct any queries to smdrss@nhs.net or call 0161 212 2100. The Programme Manager is Angela Chicamisse. The Screening Programme is hosted by Salford Royal NHS Foundation Trust.</p> <p>Diabetic eye screening in all other areas is provided by GP referral to the relevant acute trusts. Please visit http://diabeticeye.screening.nhs.uk for more details.</p>
<p>Locally Commissioned Services (formerly PCT Enhanced Services) are commissioned by your local Clinical Commissioning Group (CCG).</p> <p>These may include: Cataract Direct Referral, Cataract Post-Op Assessment, Direct Referral for all Eye Conditions, Glaucoma Referral Refinement, Glaucoma/OHT Monitoring.</p> <p>Please note that the following telephone numbers are for the general switchboards, and you should ask for the Primary Care Contracts team.</p>	
<p>Bolton CCG St Peter's House Silverwell Street Bolton BL1 1PP Tel: 01204 462000</p>	<p>Bury CCG 21 Silver Street Bury BL9 0EN Tel: 0161 762 3100</p>
<p>Heywood, Middleton & Rochdale CCG 3rd Floor, No 1. Riverside Smith Street Rochdale OL16 1XU Tel: 01706 652853</p>	<p>Manchester CCG Parkway 3, Parkway Business Centre Princess Road Manchester M14 7LU Tel: 0161 765 4000</p>
<p>Oldham CCG Ellen House Waddington Street Oldham OL9 6EE Tel: 0161 622 4260</p>	<p>Salford CCG St James' House Pendleton Way Salford M6 5FW Tel: 0161 212 4800</p>
<p>Stockport CCG 7th Floor, Regent House, Heaton Lane Stockport SK4 1BS Tel: 0161 426 9900</p>	<p>Tameside & Glossop CCG New Century House, Progress Way, Off Windmill Lane, Denton, Manchester M34 2GP Tel: 0161 304 5300</p>
<p>Trafford CCG Crossgate House Cross Street Sale M33 7FT Tel: 0161 873 9500</p>	<p>Wigan Borough CCG Wigan Life Centre College Avenue Wigan WN1 1NJ Tel: 01942 482711</p>



Greater Manchester Designated Safeguarding Nurses Contact List

CCG Designated Safeguarding Nurses can be contacted for advice and support when required.

Please note this is not an emergency service and the usual services should be contacted for urgent support and advice as needed e.g. Police, Local Authority dedicated support line, etc.

(12.6 Has the practice received from the NHS CB details of local child protection / protection of vulnerable adults arrangements and has the practice had regard to these? (100))

Clinical Commissioning Group	Adults/ Children	Name	E-mail	Phone Number	Local Authority Safeguarding Contact Number
Bolton	Adults	Khaleel Khan	kaleelkhan@nhs.net pam.jones8@nhs.net	01204 463389	01204 337000 - postcode areas: BL3, BL4, BL5 01204 333410 - postcode areas: BL1, BL2, BL6, BL7 01204 337777 - Emergency out of office hours
	Children	Pam Jones			North Bolton; 01204 337408 or 01204 331505 South Bolton; 01204 337729 or 01204 337730 West Bolton; 01942 634625 Bolton Emergency Duty Team – 01204 337777
Bury	Adults	Claire Holder	Clare.holder@nhs.net	0161 762 3102	0161 253 5151 or emergency out of hours 0161 253-6606
	Children	Maxine Lomax	Maxine.lomax@nhs.net	0161 762 3124	0161 253 5454 Out of Hours Tel: 0161 253 6606



Heywood Middleton and Rochdale	Adults	Karen McCormick	karen.mccormick@nhs.net	01706 652879	0844 264 0867 Or out of hours 0845 121 2975
	Children	TBA	TBA	01706 652879 / 01706 261876	0845 226 5570 or out of hours 0845 121 2975
Manchester Citywide Team	Adults	Head of Service – Anna Berry	cmccg.safeguardingpw@nhs.net	0161 765 4710 0161 765 4726 0161 765 4746	Tel: 0161 234 5001
	Children				
Oldham	Adults	Claire Smith	claire.smith23@nhs.net	0161 622 4302	0161 770 1515 Other times: 0161 770 6936
	Children				0161 770 3790 / 3791 0161 770 6599/98 (for a young person 16 years and above)
Salford	Adults	Liz Walton	elizabeth.walton2@nhs.net	0161 212 4592	0161 909 6517 or out of hours 0161 794 8888
	Children	Melanie Hartley	melaniehartley@nhs.net	0161 212 4592	0161 603 4500
Stockport	Adults	Sue Gaskell	sue.gaskell@nhs.net	0161 426 5057	0161 217 6028 Or out of hours 0161 718 2118
	Children	Andria Walton	andriawalton@nhs.net	0161-426-5007	



Tameside & Glossop	Adults	hazel.chamberlain@nhs.net	TBA	0161 304 5456	Tameside 0161 794 8888 or out of hours 0161 342 2222 Glossop (Derbyshire) on 08456 058 058 or 01629 533190
	Children		Hazel Chamberlain	0161 304 5409	Tameside 0161 794 8888 or out of hours 0161 342 2222 Glossop (Derbyshire 01629 533190 or out of hours 01629 532600)
Trafford	Adults	Temporary/part-time Lynn.agnew@nhs.net	Lynn Agnew		https://myway.trafford.gov.uk/i-need-help-with/keeping-people-safe/safeguarding-adults/safeguarding-adults-referral-public.aspx
	Children	j.adesanya@nhs.net	Julie Adesanya	0161 912 3828	0161 912 5125 or Out of Hours 0161 912 2020
Wigan Borough	Adults	reuben.furlong@wiganboroughccg.nhs.uk	Reuben Furlong	Tel: 01942 482780 Mobile: 07785632772	01942 828777
	Children	nicholaosborne@nhs.net	Nichola Osborne		Tel: 01942 828 300 After 8pm: 0161 834 2436

The Greater Manchester Police Safeguarding Vulnerable Persons Unit can also be contacted – details are:

Tel: 0161 856 6411 or 0161 856 5017 or 0161 856 7484**email:** publicprotection.division@gmp.pnn.police.uk



Useful Contacts

Local Optical Committees

Area	Web site
Ashton, Leigh and Wigan	http://www.alwloc.co.uk/contact.php
Bolton	http://www.loc-net.org.uk/bolton/
HMR & Bury	http://www.loc-net.org.uk/heywood-middleton-rochdale-bury
Manchester	http://www.loc-net.org.uk/manchester/
Salford & Trafford	http://www.loc-net.org.uk/salford-trafford/
Stockport	http://www.stockportloc.co.uk/committee/
West Pennine	http://www.loc-net.org.uk/west-pennine/

Local Optical Committee Support Unit (LOCSU) <http://www.locsu.co.uk>

LOCNET: the portal local optical committee's website <http://www.loc-net.org.uk/>

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