



Optometry Handbook

For Greater
Manchester

Created by:
The Optometry and
Pharmacy Team
NHS England (Greater
Manchester)



Revised Publication
January 2019

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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 Greater Manchester Health and Social Care Partnership (GM HSCP), which includes the NHS England Greater Manchester Regional Local Team. We are still the same team providing the same service to you. However, we now sit within the new organisation, and publish our contact details using the new organisation name. Your GOS contract(s) remain with NHS England, and the Optometry & Pharmacy Team manages those contracts.

Optometry & Pharmacy Team Contact Details

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

This is a secure email address. If you are emailing the Team, please ensure any confidential and/or patient identifiable information is only sent to us from a secure address. Please refer to the “NHS email accounts” section of the Directory of Services for further information.

This team email is checked throughout the day, and any queries we receive will be allocated to the most appropriate team member to respond.

The Optometry & Pharmacy Team Members:

Stephen Riley, Senior Primary Care Manager, 0113 825 5063

Lindsay Crabtree, Project Manager, 0113 825 5230

Monica Roper, Project Officer, 0113 825 5278

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, B.Sc(Hons) MCOptom - normal working day is Thursday

Sarah Slade, PhD MCOptom - normal working day is Wednesday

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

***Except where you are seeking authorisation of an adult GOS4.** Adult GOS4 applications are now processed by the NHS Business Services Authority. Please call 0300 330 9403 between 08:00 and 16:30 Monday to Friday; you will be asked to explain the circumstances which have led to the application, so please have these to hand.

Second pairs and non-tolerance applications must be sent/emailed (securely via NHS.net) to england.gmtop@nhs.net for authorisation, using the correct form. See Second Pairs and Non-Tolerance Procedure for further details.

Domiciliary notifications are to be submitted to PCSE via its website <https://pcse.england.nhs.uk/services/ophthalmic-payments/notification-of-domiciliary-visits/>

Please visit the [PCSE](https://pcse.england.nhs.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 <https://pcse.england.nhs.uk/services/supplies/>

3. Other GOS/clinical queries

Please submit your query to the Optometry & Pharmacy Team and Optometric Advisers 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 a complaint 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

For any other issues or concerns, please email the Team at england.gmtop@nhs.net
Please note that NHS England can only act on written complaints.

5. The NHS Website (formerly known as NHS Choices)

The NHS Website is the top listing displayed when a patient searches the internet to find an optician, so it's important that you keep your practice profile up to date. If you do not currently have editing rights for your practice profile, you can register by emailing the NHS website service desk nhswebsite.servicedesk@nhs.net with the name, job title, practice name and telephone number of the person you wish to set up as your editor, and state the details of the profile you wish to edit (i.e. your practice details). Contractors are encouraged to use their NHSmail account when requesting editing rights (if they have one), as the email address is used to validate the request. (It will take longer to process a request if using a non-NHSmail email address).

6. CET Claims

CET claims should be submitted to PCSE for processing/payment. The preferred route 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: <https://pcse.england.nhs.uk/services/ophthalmic-payments/cet-claims/>

7. Alerts

Alerts will usually be emailed to you by the PCSE Preston office. Please ensure that you read all optometry-related alerts, and take appropriate action and retain a copy for your records. - **remember to let us know if your e-mail address changes.**

8. NHS Email Accounts

In order to ensure that you are complying with data protection requirements, you must 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 NHS Digital (formerly HSCIC) Data Security & Protection Toolkit (DSPT) available at <https://www.dsptoolkit.nhs.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 must be included in the National Performer List (NPL). Please ensure that any performers who operate under your GOS contract are listed at: 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 in your locality, you will be contacted by the Optometry & Pharmacy Team by email

11. Notifications

Your GOS contract requires you to notify NHS England in the event that you intend to change any of the information that you signed up to in your GOS contract. Failure to do so, could result in contractual sanctions. These include:

- Change to registered office address (requires a variation to the contract)
- Changes to GOS hours of service (requires a variation to the contract)
- Relocation of premises (requires a variation to the contract)
- Change of Health Body status (requires a variation to the contract)
- Changes to Directors (incoming requires a section B declaration and C.V.)

12. Buying/Selling//Relocating/Closing a Practice

If you are considering buying or selling a practice, please contact NHS England (see page 3 for the Optometry & Pharmacy Team's contact details) to discuss the contractual implications and the process.

All new contract applications and premises relocations require a practice visit in advance of a GOS contract or variation notice being issued. The Optometry & Pharmacy Team will arrange the visit subject to the availability both parties (NHS England representatives from the Optometry & Pharmacy Team, and the applicant/contractor).

Visits can only take place once the applicant/contractor has assured the Optometry & Pharmacy Team that the practice premises, equipment and procedures etc. are in place.

Buying - If you are buying an existing practice, then the application can only progress when NHS England receives written notice from the outgoing contractor.

GOS contracts are not transferrable. In order to avoid a break in patient access and for continuity of service, please ensure you allow time for the application process, which can take up to three months. A team member will provide you with the written process and discuss any concerns that you may have.

Selling - If you are selling a practice, the value of the business is likely to be based in part on your GOS contract. In order to ensure a smooth transition which dovetails with the issuing of a new GOS contract to the incoming contractor, please ensure that you give NHS England the (contractually) required three months' notice to terminate your contract. Failure to give adequate notice could delay the commencement of GOS for the incoming contractor.

Relocating - If you are relocating an existing GOS contract to new premises, please be aware that your contract is premises specific and you cannot provide GOS until your contract has been varied to include the new premises address. The new premises must be approved by NHS England following a contract assurance visit. Please give plenty of notice to the Optometry & Pharmacy Team of the impending relocation, as this will enable the Team to work with you to minimise any disruption of service.

Closing - Your contract requires you to give three months' notice if you intend to close your practice and therefore terminate your GOS contract. This will allow NHS England to carry out the closedown process, and establish the location and safe keeping of patient records.

The Optometry & Pharmacy Team is fully aware of the sensitivity surrounding this process; therefore please be assured that all enquiries and notifications will be treated with the strictest of confidence.

Signposting

<p>South Manchester Diabetic Eye Screening Programme</p> <p>This programme is subject to change on 1st April 2099</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 Commissioning/Contracts team.</p>	
<p>Bolton CCG St Peter's House Silverwell Street Bolton BL1 1PP Tel: 01204 462000</p>	<p>Bury CCG Townside Primary Care Centre 1 Knowsley Place, Knowsley Street Bury BL9 0SN Tel: 0161 762 1500</p>
<p>Heywood, Middleton & Rochdale CCG 3rd Floor, Number One 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 Dukinfield Town Hall King Street Dukinfield SK16 4LA Tel: 0161 342 5500</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/ Looked After Children (LAC)	Name	E-mail	Phone Number	Local Authority Safeguarding Contact Number
Bolton	Adults	Khaleel Khan	kaleelkhan@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	Chris Dixon	christine.dixon11@nhs.net		North Bolton; 01204 337408 or 01204 331505 South Bolton; 01204 337729 or 01204 337730 West Bolton; 01942 634625 Bolton Emergency Duty Team – 01204 337777
	LAC	Chris Dixon	christine.dixon11@nhs.net		
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

Clinical Commissioning Group	Adults/ Children/ Looked After Children (LAC)	Name	E-mail	Phone Number	Local Authority Safeguarding Contact Number
					Out of Hours Tel: 0161 253 6606
	LAC	Maxine Lomax	maxine.lomax@nhs.net		
Heywood Middleton and Rochdale	Adults	Karen McCormick	karen.mccormick@nhs.net	01706 652879	0844 264 0867 Or out of hours 0845 121 2975
	Children	Joanne Hodgkinson	joanne.hodgkinson@nhs.net	01706 652879 / 01706 261876	0845 226 5570 or out of hours 0845 121 2975
	LAC	Joanne Hodgkinson	joanne.hodgkinson@nhs.net		
Manchester Citywide Team	Adults	Sarah Khalil	sarahkhalil@nhs.net	0161 765 4710 0161 765 4726	Tel: 0161 234 5001
	Children	Joanna Heath	joanna.heath@nhs.net	0161 765 4746	
	LAC	Charity Kanotangudza Karen Hickey	charitykanotangudza@nhs.net karenhickey2@nhs.net		
Oldham	Adults	Janine Campbell	janine.campbell1@nhs.net	0161 622 4302	0161 770 1515 Other times: 0161 770 6936
	Children	Eileen Mills	eileen.mills2@nhs.net	01706 652879 / 01706 261876	0161 770 3790 / 3791 0161 770 6599/98 (for a young person 16 years and above)
	LAC	Sharon Martin	sharonmartin.25@nhs.net		
Salford	Adults	Liz Walton	elizabeth.walton2@nhs.net	0161 212 4592	0161 909 6517 Or out of hours 0161 794 8888

Clinical Commissioning Group	Adults/ Children/ Looked After Children (LAC)	Name	E-mail	Phone Number	Local Authority Safeguarding Contact Number
	Children	Andrea Patel	andrea.patel@nhs.net	0161 212 4592	0161 603 4500
	LAC	Andrea Patel	andrea.patel@nhs.net		
Stockport	Adults	Sarah Martin	sarah.martin50@nhs.net	0161 426 5057	0161 217 6028 Or out of hours 0161 718 2118
	Children	Julie Parker	julie.parker1@nhs.net	0161 426 5007	
	LAC	Sue Gaskell	sue.gaskell@nhs.net		
Tameside & Glossop	Adults	Tracey Hurst	tracey.hurst@nhs.net	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	hazel.chamberlain@nhs.net	0161 304 5409	Tameside 0161 794 8888 or out of hours 0161 342 2222 Glossop (Derbyshire 01629 533190 or out of hours 01629 532600)
	LAC	Hazel Chamberlain	hazel.chamberlain@nhs.net		

Trafford	Adults	Jacquie Coulton	Jacqueline.coulton@nhs.net		https://myway.trafford.gov.uk/i-need-help-with/keeping-people-safe/safeguarding-adults/safeguarding-adults-referral-(public).aspx
	Children	Nikki Edwards	nikki.edwards6@nhs.net	0161 912 3828	0161 912 5125 or Out of Hours 0161 912 2020
	LAC	Nikki Edwards	nikki.edwards6@nhs.net	0161 912 3828	0161 912 5125 or Out of Hours 0161 912 2020
Wigan Borough	Adults	Reuben Furlong	reuben.furlong@wiganboroughccg.nhs.uk	Tel: 01942 482780 Mobile: 07785632772	01942 828777
	Children	Nichola Osborne	nichola.osborne@wiganboroughccg.nhs.uk		Tel: 01942 828 300 After 8pm: 0161 834 2436
	LAC	Nichola Osborne	nichola.osborne@wiganboroughccg.nhs.uk		

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

(Information updated 11/12/2018)

Useful Contacts

Local Optical Committees

Area	Web site
Ashton, Leigh & Wigan	http://www.alwloc.co.uk/contact.php
Bolton	http://www.loc-net.org.uk/bolton/
Manchester	http://www.loc-net.org.uk/manchester/
Salford & Trafford	http://www.loc-net.org.uk/salford-trafford/
Greater Manchester East (includes Heywood, Middleton & Rochdale; Bury; Oldham; Tameside & Glossop; Stockport)	http://www.gmlocs.co.uk/gmeast

Confederation of GM Local Optical Committees www.gmlocs.co.uk

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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NHS England – Greater Manchester Regional Local Team (part of the Greater Manchester Health & Social Care Partnership)

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Contact us at: england.gmtop@nhs.net