

## Optometry Team Primary Care News

### Contents

1. Quality in Optometry
2. NHS email accounts
3. Reissuing GOS contracts
4. Adult GOS 4 Requests - Reminder
5. Optometry Handbook
6. Buying/Selling/ Relocating/Closing a practice

Welcome to January 2019 edition of the Optometry Newsletter.

This newsletter is to update you on major events, decisions and information the Greater Manchester Area Team has to share.

### 1. Quality in Optometry

As the 2016-2019 cycle of Quality in Optometry is drawing to a close, The Team are concluding their assurance visits in the final two areas - Manchester and Wigan Borough. The Team would like to thank all contractors for their compliance in this programme of contract assurance.

Following the completion of the programme, we will circulate any relevant feedback to help support you in maintaining contract compliance.

### 2. NHS email accounts

**GM Health & Social Care Partnership in collaboration with GM Local Eye Health Network is rolling out NHS mail accounts to all optical practices across GM as part of its connectivity programme. The roll out will include the issuing of a practice NHS Mail account, which will be a shared account, accessed by all practitioners and one non clinician.**

**Once your account is set up, all communications from the GM HSCP regarding GOS, will be sent to your NHS mail only,**

**To enable this roll out, you have been contacted by Dharmesh Patel and asked to complete a questionnaire, so that each optical practice and the individual accounts can be set up. The questionnaire can be accessed via this link <http://bit.ly/2zQBv1d> Queries should be directed to [dharmesh.patel5@nhs.net](mailto:dharmesh.patel5@nhs.net) More information is available on the [Confederation of GM LOC's website](#)**

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### 3. Reissuing GOS contracts

NHS England (Greater Manchester) is continuing its programme of updating all GOS contractual documentation to reflect the NHS organisational changes of 2013,

Following the recently issued 2018 version of the GOS contract, which included regulatory amendments (August 2018), we will be contacting all contractors who still have a 2008 version contract. We would like your agreement to terminate the old contract and issue a replacement contract because:

- 2008 version contracts refer to Primary Care Trusts which were abolished in April 2013.
- Contractors with multiple PCT contracts will have them replaced with a single 2018 version contract
- The replacement document incorporates all variations and the organisational changes into one contract for the convenience of both yourself and the Area Team.
- Incomplete contracts (not signed/dated), conflicting information and changes which have not been notified to NHSE will be corrected without prejudice.

### 4. GOS 4 Adult repairs/ Replacement Requests - Reminder

From Monday 5 November 2018 all claims for adult GOS 4 vouchers will need to be pre-approved by NHSBSA instead of being sent directly to the GM team. . The process for pre-authorising a GOS 4 is as follows:

- Patient aged over 16 goes to GOS contractor, asks for a repair or replacement and explains why it is required.
- GOS contractor rings NHSBSA on 0300 330 9403 between 08:00 and 16:30 Monday to Friday and explains the circumstances of the request. Please note all queries must be made by GOS contractors, if patients contact NHSBSA directly they will be directed back to the appropriate contractor.
- NHSBSA will then assess the claim against the list of pre-defined medical conditions. For a voucher to be authorised, the cause of the repair and replacement must be linked to an underlying medical condition

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### 5. Optometry Handbook

The latest version of the Optometry Handbook is available on [Confederation of GM LOC](#)'s website or by requesting a copy from the area team at [england.gmtop@nhs.net](mailto:england.gmtop@nhs.net)

This document holds useful information and contact details to support your GOS contract and includes the updated Safeguarding contacts which meet the requirements for your local child protection / protection of vulnerable adults' arrangements.

### 6. Buying/Selling//Relocating/Closing a Practice

If you are considering buying or selling a practice, please contact the NHS England Area Team to discuss the process and any concerns that you may have.

All new contract applications and premises relocations require a practice visit in advance of a GOS contract or variation notice being issued.

**GOS contracts are not transferable.** 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.**

**Selling** - In order to ensure that the sale is a smooth transition and dovetails with the issuing of a new GOS contract to the incoming contractor, please ensure that you give the (contractual) three months' contract termination notice period. Failure to give adequate notice could delay the commencement of GOS for the incoming contractor.

**Relocation** If you are relocating an existing GOS contract please be aware that you **cannot** provide GOS until your contract has been varied to include the new address. **Your GOS contract is premises specific.**

**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 NHSE 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.**

### And finally ...

We're always on the look-out for good news stories which highlight the quality service provided to local patients by Greater Manchester GOS contractors.

If you have a good news story – or if you have any examples of good practice which you're willing to share – we'd be happy to hear from you!

### Email Addresses

Please remember to notify the Area Team if your contact e-mail address changes. It is essential that we maintain an up to date e-mail contacts list, as the majority of our communications will be sent out to you electronically.

**The Greater Manchester Optometry and Pharmacy Team** can be contacted:-

**By email:** [england.gmtop@nhs.net](mailto:england.gmtop@nhs.net)

**By post:**

Greater Manchester Health and Social  
Care Partnership  
4<sup>th</sup> Floor, 3 Piccadilly Place  
London Road  
Manchester  
M1 3BN

By telephone:

0113 825 5148  
0113 825 5230  
0113 825 5182  
0113 825 5278  
0113 825 5063  
0113 825 5162  
0113 825 5270

**Please note: we no longer have fax facilities**