

Private and Confidential
To all Ophthalmic Practices

NHS England – North Midlands
Halesfield 6
Telford
TF7 4BF

Telephone: 0113 824 7310
Email address: julie.rawlinson@nhs.net

4 December 2018

Dear Colleague

Re: Assurance of general ophthalmic services contracts

Following the submissions of the QiOs and the selection of assurance visits that have taken place following these submissions, NHS England would like to clarify some information around some question/areas which are part of the assurance requirements for ophthalmic services.

It was noted that some contractors had reported *N/A* against specific questions and NHS England believe that answers should have indicated either *Yes* or *No*.

We would advise as follows:

MHRA registration	Some contractors responded as N/A, but indicated that they had evidence available to support this. The response to this question should only be N/A if you do not assemble or manufacture spectacles. If you do assemble or manufacture spectacles then you should be registered.
Gift Register	All contractors should have a Gift Register, which clearly indicates whether the practice does or does not accept any gifts of any value.
H&S risk assessment	All practices should undertake a H&S risk assessment but this only needs to be documented if more than 5 people work at the practice. This should include a fire risk assessment.
Waste Contract	All practices are required to have waste disposal contracts in place.

Child protection team	<p>This is not the responsibility of NHS England. This comes under the local council contact details:</p> <ul style="list-style-type: none"> • www.shropshire.gov.uk • www.telford.gov.uk • www.staffordshire.gov.uk • www.stoke.gov.uk
Policies (ie Infection control, lone worker etc)	<p>Sample policies can be found on the quality in optometry website (QiO) questionnaire by clicking on the “help” button for the relevant policy. This facility will also take you to relevant posters and leaflets. NB all policy should be adapted to your practice and all staff should have and these and understood them.</p>
GOS opening Hours (ie provides sight tests),	<p>These should indicate the actual hours that a practice provides the service (ie provides sight tests), rather than the time that the practice is open.</p>
Definition of “Corporate Body”	<p>A corporate body is either a “limited company” or a “limited liability partnership” that has been incorporated with Companies House. They may or may not be registered with the GOC.</p>
Definition of “protected title” and it’s use	<p>Protected titles are legally reserved for GOC registrants. They are: registered optometrist; registered dispensing optician; registered ophthalmic optician; and registered optician.</p> <p>The term “optician”, “ophthalmic” or “optometry” can therefore only be used in the company name if the owner is one of the above named registered practitioners.</p>
Complaints	<p>Patients wishing to complain regarding services may if they wish complain directly to NHS England. This can be done in writing, telephone or by email: NHS England, PO Box 16738, Redditch, B97 9PT 0300 311 2233 (Monday to Friday 08:00 – 18:00) England.contactus@nhs.net (with “for the attention of the complaints manager” in the subject line.</p> <p>Any documentation regarding complaints should be updated to include this information.</p>
Complaints – contractual requirements	<p>An annual complaints return should be submitted to NHS England, this also includes if the return is nil. These should be sent to:- ENGLAND.HalesFieldPrimaryCare@nhs.net</p>

Record keeping	We would like to highlight examples of good practice in record keeping that we observed during our visit programme. Some practices undertake regular record keeping audits using the Quality in Optometry (QiO) records audit tool which is available via https://www.qualityinoptometry.co.uk/audit/ We would encourage this as a mechanism for driving improvement and consistency amongst practitioners.
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We would also like to take this opportunity to request practices ensure that details of NHS services are displayed in a prominent position within the practice so patients fully understand what they are entitled to under the NHS.

Applications for 2nd pair/non- tolerance voucher need to be sent to Julie Rawlinson, NHS England, Halesfield 6, Telford TF7 4BF, forms are available from PCSE via the portal.

In addition to the above, we would also like to remind practices of their contractual requirements to inform NHS England of any changes to the service provision including:

- Intention to relocate premises (an inspection of the premises is required prior to any move and NHS England may refuse to transfer the contract if the premises are not deemed to be suitable)
- Any change to Directors, partners or owners of the company.
- Any changes to your GOS hours (i.e. when sight tests are available) or your actual opening hours

Notifications need to be sent to ENGLAND.HalesFieldPrimaryCare@nhs.net

Any change to the performers on the contract need to be forwarded to pcse.performerlists@nhs.net,

I trust that you will find the above information useful.

Yours sincerely



Julie Rawlinson
Primary Care Officer