

Greater Manchester Optometrists

Greater Manchester Area Team
4th Floor
3 Piccadilly Place
London Road
Manchester
M1 3BN

Updated 28th October 2013

Dear Colleague

I would like to take this opportunity to introduce the members of the Optometry and Pharmacy Team for Greater Manchester for NHS England.

Included in this letter is a list of contact details for other teams/organisations that you may find helpful. Please would you share the contents of this letter with members of the optometry team.

Our team has responsibility for all optometry and pharmacy contracts in Greater Manchester. With regards to optometry this includes the management of mandatory and additional contracts and authorising GOS claims.

Below are the team members' names and job titles. The team can be contacted by emailing AGM.Optometry-Pharmacy@nhs.net, this email address is checked throughout the day and any queries submitted will be passed on to the most appropriate staff member.

Diane Murphy, Assistant Primary Care Support, 0113 825 5162
Sophie Lapsley, Assistant Primary Care Support, 0113 825 5270
Ann Brady, Assistant Primary Care Support, 0113 825 5139
Kate Kinsey, Quality and QIPP Lead
Amy Lepiorz, Quality and QIPP Manager
Pina Renzulli, Quality and QIPP Support
Lindsay Crabtree, Primary Care Support
Monica Roper, Primary Care Support

Please note that the team will be communicating with contractors via email. We have been ringing contractors to gain an email address for each branch. If you change your email address or would like to add another email address to the distribution list please email the account above with your details.

I look forward to working with you all in the future.

Yours sincerely

Kate Kinsey
Quality and QIPP Lead
Greater Manchester Area Team
NHS England

Greater Manchester Area Team (GMAT) Optometry Contact Details

Address- Greater Manchester Area Team, NHS England, 3 Piccadilly Place, London Road, M1 3BN

Phone- 0113 825 5162 / 5270 / 5139

Fax- 0161 625 7504

Email- AGM.Optometry-Pharmacy@nhs.net (this is a secure email address, please ensure any confidential information is sent from a secure address)

Optometric Area	Responsibility/Contact
Mandatory Contracts	To apply for a mandatory contract or to request a contract variation please contact the GMAT on AGM.Optometry-Pharmacy@nhs.net or ring 0113 825 5162 / 5270 / 5139
Additional Contracts	To apply for an additional contract or to request a contract variation please contact the GMAT on AGM.Optometry-Pharmacy@nhs.net or ring 0113 825 5162 / 5270 / 5139
GOS claims and payment queries	If you are in Manchester please contact Eileen Rainey on 0161 335 2739. If you are based elsewhere in Greater Manchester please contact the Primary Care Support Services Preston Office (formally LaSCa) on 01772 221 338.
Other GOS/clinical queries	<p>Contact the GMAT on AGM.Optometry-Pharmacy@nhs.net or ring 0113 825 5162 / 5270 / 5139</p> <p>GMAT will be sending out further guidance on common issues such as the issuing of spare pairs of glasses.</p>
South Manchester Diabetic Eye Screening Programme	<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 now hosted by Salford Royal NHS Foundation Trust.</p> <p>Diabetic eye screening in all other areas is provided by the relevant acute trusts. Please visit http://diabeticeye.screening.nhs.uk for more details.</p>
Applications for the Performers List/Queries	All performers in England are now on one national list. If you wish to apply to

	<p>the list or have any queries please go to www.performer.england.nhs.uk which will direct you to the correct contact point</p>
<p>Enhanced Services The Local Enhanced Services for Optometry have transferred to the Clinical Commissioning Groups (CCGs). These are now commissioned by your local CCG.</p> <p>These included: Cataract Direct Referral Cataract Post-Op Assessment Direct Referral for all Eye Conditions Glaucoma Referral Refinement Glaucoma/OHT Monitoring</p> <p>Please note that these numbers are for the general switchboard.</p> <p>The CCGs as the new commissioners will be making contact with contractors in the near future.</p>	<p>Bolton CCG , St Peter's House, Silverwell Street, Bolton BL1 1PP, 01204 462000 Bury CCG, 21 Silver Street, Bury BL9 0EN, 0161 762 3100 Heywood, Middleton & Rochdale CCG, 3rd Floor, Number One Riverside, Smith Street, Rochdale OL16 1XU, 01706 652853 Manchester CCGs, Parkway 3, Parkway Business Centre, Princess Road, Manchester M14 7LU, 0161 765 4000 Oldham CCG, Ellen House, Waddington Street, Oldham OL9 6EE, 0161 622 4260 Salford CCG, St James' House, Pendleton Way, Salford M6 5FW, 0161 212 4800 Stockport CCG, 7th Floor, Regent House, Heaton Lane, Stockport SK4 1BS, 0161 426 9900 Trafford CCG, 2nd Floor, Oakland House, Talbot Road, Old Trafford, Manchester, M16 0PQ, 0161 873 9500 Tameside & Glossop CCG, New Century House, Progress Way, Off Windmill Lane, Denton, Manchester M34 2GP, 0161 304 5300 Wigan Borough CCG, Wigan Life Centre, College Avenue, Wigan WN1 1NJ, 01942 482711 (historically ALW PCT)</p>
<p>Complaints</p>	<p>Patient complaints should be directed to the NHS England complaints service at Leeds, 0300 311 22 33, nhscommissioningboard@hsc.gov.uk .</p> <p>Any other complaints should be emailed to AGM.Optometry-Pharmacy@nhs.net. We will only act on written complaints.</p>
<p>Safeguarding</p>	<p>Safeguarding falls under the remit of the CCG for their local population. Below are the named safeguarding leads that any primary care contractor can contact about any concerns that they might have. The leads can be contacted on the CCG</p>

	<p>contact numbers above.</p> <p>Bolton CCG: Adult Lead- Dave Hanson Children Lead- TBC</p> <p>Bury CCG: Adult Lead- Maxine Lomax Children Lead- Maxine Lomax</p> <p>HMR CCG: Adult Lead- TBC Children Lead- Karen McCormick</p> <p>Oldham CCG: Adult Lead- TBC Children Lead- TBC</p> <p>Manchester CCG's: Adult Lead- Sue Gunnion Children Lead- Kay Welsh</p> <p>T&G CCG: Adult Lead- Gill Gibson Children Lead- Gill Gibson</p> <p>Stockport CCG: Adult Lead- Andria Walton Children Lead- Sue Gaskell</p> <p>Trafford CCG: Adult Lead- Michel Le Straad Children Lead- Julie Adesanya</p> <p>Salford CCG: Adult Lead- Melanie Hartley Children Lead- Melanie Hartley</p> <p>Wigan CCG: Adult Lead- Sue Elliot Children Lead- Sue Elliot</p>
<p>GOS forms and Pre-notification Forms</p>	<p>Optometrists in Ashton, Leigh and Wigan, Bolton, Bury, Heywood, Middleton and Rochdale, Oldham, Salford and Trafford need to place their order with the Preston Primary Care Support Service (formally LaSCA). Orders for supply of forms should be made on - line by accessing the LaSCA web site (www.lasca.nhs.uk). To place an order, simply select the 'contractor services' tab and click 'online contractor orders'. You will then be prompted to enter your login details. Your 'Contractor Code' is your Practice code followed by your postcode (without spaces). You will then be presented with the On Line Order Portal. Click on the stationery supplies required to be presented with the on line order form.</p>

	<p>Complete the form indicating the stock required and click 'Place Order'. Your order will then be delivered with your next weekly delivery.</p> <p>Contractors in Manchester, Stockport and Tameside and Glossop please continue to order supplies from your local office in the same way you did before April.</p>
Violent Patients	These should be reported to the GMAT on the telephone numbers above.
NHS Choices	All contractors have the ability to update their NHS Choices web profile. The GMAT will not do this, therefore any approved changes to hours or services need to be up-loaded by the contractor. If you currently do not have a log in for your account please email thechoicesteam@nhschoices.nhs.uk
Alerts	These will be sent out by the GMAT. Please ensure we have an up to date email address for your branch.
Controlled Drugs Accountable Officer	The AT's Accountable Officer for CDs is Dr Raj Patel and the operational delivery of the role will be undertaken by Karen O'Brien. Any CDs issues/concerns should be addressed to Karen O'Brien via email karen.obrien1@nhs.net or telephone on 07970749843/0113 825 5216.
Screening and Immunisation Manager	Graham Munslow – contact at Graham.Munslow@nhs.net