**Annual GOS Complaints Submission**

**National Briefing – July 2021**

Under General Ophthalmic Services (GOS) Regulations 2008, contractors are required to complete and submit an annual form providing the number of written NHS complaints received for GOS services in their practice.

NHS Business Services Authority (NHSBSA) will be collating the Annual GOS Complaints submissions on behalf of NHS England and NHS Improvement.

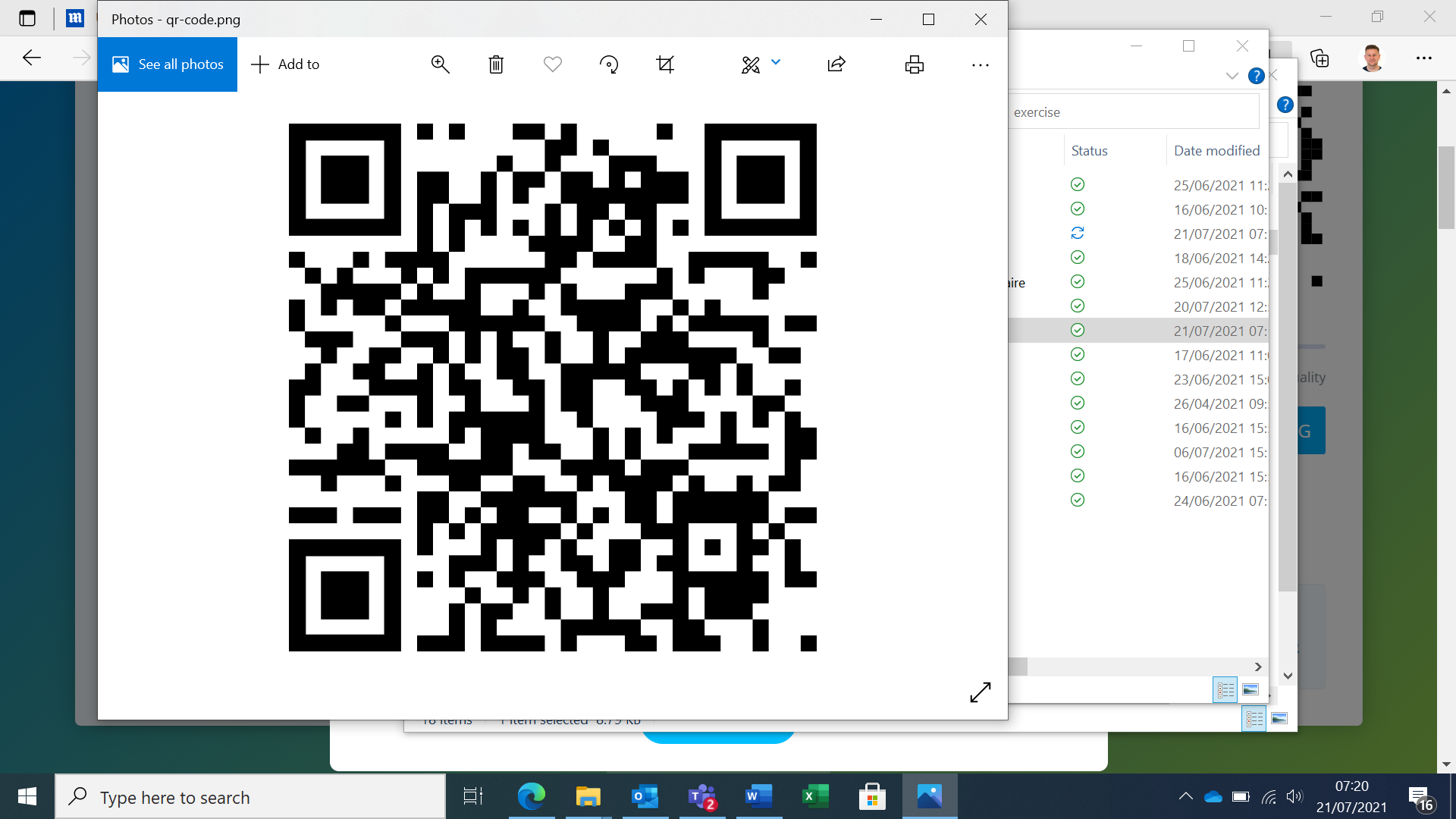
As last year’s submission was paused due to Covid-19, contractors are required to submit for both the 2020/21 financial year and the 2019/2020 financial year.

The completion of the form will be online via the NHSBSA website. The link to the webpage to complete the form can be found on our website:

<http://www.nhsbsa.nhs.uk/what-we-do/ophthalmic-provider-assurance>

Alternatively, you can access the link here:

<https://wh1.snapsurveys.com/s.asp?k=162446330175> or by scanning the QR code:



You must access the SNAP survey using your ODS code; this can be obtained using the following link to the NHS Digital ODS Portal: <https://odsportal.digital.nhs.uk/>

The survey opens on Monday 26 July 2021 at 9am and closes on Friday 3 September 2021 at 11.59pm.

Once the form has been submitted the information cannot be changed. There is a review page to check your answers before submission.

On the form, you will be asked to supply the name of the person submitting the data in case of any queries, and an e-mail address.

If there are no complaints contractors are required to submit a zero return.

The collated information from the completed forms will then be shared with the relevant NHS England and NHS Improvement regional teams.

If you have any queries, please contact the Provider Assurance Ophthalmic Services team via e-mail at: [nhsbsa.paos@nhs.net](mailto:nhsbsa.paos@nhs.net).

Our core opening hours are Monday to Friday, 8.00am – 4.30pm.