**Annual GOS Complaints Submission**

**National Briefing – Follow up exercise - September 2021**

Under General Ophthalmic Services (GOS) Regulations 2008, GOS contractors are contractually obligated 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) are 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 is 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 opened on Monday 26 July 2021 at 9am and closed on Friday 3 September 2021 at 11.59pm.

The survey will reopen on **Monday 20 September 2021** at 9am and close on **Monday 18 October 2021** at 11.59pm. GOS contractors who had not completed the survey will be contacted via email and/or telephone as a reminder during this period, this will give GOS contractors a final opportunity to submit.

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.

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