

## LOC HOT BRIEF

Confidential to Optical Contractors & Performers • October 2016 • Issue 54

### Private & Confidential

*Hot Briefs contain guidance and advice from the Optical Confederation and LOCSU on important issues relevant to all ophthalmic contractors and performers, which we would like LOCs to be aware of or to take action on.*

*LOCs are asked to ensure that Hot Briefs are circulated to all contractors and performers in their area as soon as possible.*

**Any LOC requiring advice/support on any aspect of their work should contact LOCSU on 020 7549 2051 or email [info@locsu.co.uk](mailto:info@locsu.co.uk)**

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### Important Update from PCSE

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Please find the [latest bulletin](#) that PCSE have sent out to ophthalmic contractors this week.

The bulletin contains an update on:

- Ophthalmic payments
- Performers list
- Emailing PCSE
- Transferring services
- Customer satisfaction survey

NHS England and Capita have apologised for the service failings and a specialist team from NHS England is currently working onsite with Capita to get the service stabilised in the shortest possible timescale.

LOCSU and the Optical Confederation are maintaining week-by-week scrutiny to verify improvements are in line with the latest recovery plan and are supporting Capita and NHS England to look at ways to resolve the current service issues as quickly as possible.

PCSE are continuing to work through a backlog of queries. For the time being, any contractor that has an **urgent payment issue** that is impacting on cashflow and is not being dealt with effectively by PCSE should contact [info@locsu.co.uk](mailto:info@locsu.co.uk) if they need their issue to be escalated.

Any LOC requiring advice / support on any aspect of their work should contact LOCSU on or email [info@locsu.co.uk](mailto:info@locsu.co.uk) or 020 7549 2051