

PCSE Online Business Continuity Guidance for Ophthalmic Contractors

Service Availability

This document sets out what you should do if you are unable to access PCSE Online. PCSE and NHSE are committed to ensuring contractors have access to the system during all hours. We will notify practices in advance of any scheduled maintenance window, which may have to be during core service hours.

A system outage will result in ophthalmic users in optical practices being unable to complete and submit General Ophthalmic Services (GOS) claims. Access to PCSE Online will also be affected if there is a loss of local internet connectivity. Therefore, Business Continuity Guidance has been produced to ensure there is no disruption to the provision of GOS if PCSE Online is unavailable.

If you cannot access PCSE Online

Step 1: Check to see if it is an internet connectivity issue

If a user cannot access the [PCSE Online portal](#) they must check the practice's internet connection is operating normally by completing an online search in their normal browser. If it is not possible to connect to the internet, the date and time of the incident should be recorded, and the issue should be reported to the internet provider in the usual way.

Step 2: Check to see if it is a PCSE Online outage

If it is possible to connect to the internet but practice users are unable to log into PCSE Online, the date and time of the incident should be recorded. The user should go to www.pcse.england.nhs.uk and check for an alert banner on the home page regarding system availability.

If there is no alert banner confirming there is a known system issue, the user should notify PCSE, using these details:

Time	Telephone number
Monday – Friday 0800 - 1700	0333 014 2884

Business Continuity Scenarios

The main GOS claim scenarios in an optical practice that will be impacted by a system outage or connectivity issue, and the recommended business continuity actions, are listed below.

	Scenario	Action
001	Patient arrives for a GOS sight test and is unable to sign the GOS1 or GOS5	<p>1. Record in patient’s clinical record, the time of the PCSE Online outage or loss of connectivity, the patient’s eligibility category, and whether it was the patient, parent/guardian or carer who would be signing the form. If a parent/guardian or carer would be signing the form, their name and address should be recorded.</p> <p>As soon as the user can access PCSE Online they should complete the Patient Eligibility section, select whether it was the patient, parent/guardian or carer who made the declaration and record ‘PCSE Online outage [time]’ or ‘Internet down [time]’ in the Patient Signature box.</p> <p><u>OR</u></p> <p>2. Complete a paper GOS1 claim.</p>
002	Patient wants to order glasses and needs to sign the Patient Eligibility section of GOS3	<p>Record in patient’s clinical record, the time of the PCSE Online outage or loss of connectivity, the patient’s eligibility category, and whether it was the patient, parent/guardian or carer who would be signing the form. If a parent/guardian or carer would be signing the form, their name and address should be recorded.</p> <p>As soon as the user can access PCSE Online they should complete the Patient Eligibility section, select whether it was the patient, parent/guardian or carer who made the declaration and record ‘PCSE Online outage [time]’ or ‘Internet down [time]’ in the Patient Signature box.</p>
003	Patient wants to take their GOS 3 voucher to be redeemed elsewhere	A paper GOS 3 should be completed and issued to the patient.
004	Patient has broken glasses and needs to sign the Patient Eligibility section of GOS4 to have them repaired or replaced	<p>Record in patient’s clinical record, the time of the PCSE Online outage or loss of connectivity and whether it was the patient, parent/guardian or carer who would be signing the form. If a parent/guardian or carer would be signing the form, their name and address should be recorded.</p> <p>As soon as the user can access PCSE Online they should complete the Patient Declaration section, select whether it was the patient, parent/guardian or carer who made the declaration and record ‘PCSE Online outage [time]’ or ‘Internet down [time]’ in the Patient Signature box.</p>

	Scenario	Action
005	Patient comes to collect glasses they have ordered and needs to sign Patient Declaration on GOS3 or GOS4	<p>Record in patient's clinical record, the time of the PCSE Online outage or loss of connectivity and whether it was the patient, parent/guardian or carer who would be signing the form. If a parent/guardian or carer would be signing the form, their name and address should be recorded.</p> <p>As soon as the user can access PCSE Online they should complete the Patient Declaration section, select whether it was the patient, parent/guardian or carer who made the declaration and record 'PCSE Online outage [time]' or 'Internet down [time]' in the Patient Signature box.</p>
006	Patient is undergoing a domiciliary sight test and is unable to sign the GOS6	<p>1. Record in patient's clinical record, the time of the PCSE Online outage or loss of connectivity, the patient's eligibility category, and whether it was the patient, parent/guardian or carer who would be signing the form. If a parent/guardian or carer would be signing the form, their name and address should be recorded.</p> <p>As soon as the user can access PCSE Online they should complete the Patient Eligibility section, select whether it was the patient, parent/guardian or carer who made the declaration and record 'PCSE Online outage [time]' or 'Internet down [time]' in the Patient Signature box.</p> <p><u>OR</u></p> <p>2. Complete a paper GOS6 claim</p>
007	Practice is unable to submit a domiciliary Pre-Visit Notification (PVN)	<p>Record in patient's clinical record, the time of the PCSE Online outage or loss of connectivity and all the details required for a PVN.</p> <p>As soon as PCSE Online is available, complete a PVN and submit it assuming the notification period still meets the time frame required by regulations.</p>
008	Practice is unable to submit a domiciliary PVN in the time frame required by regulations	<p>Record in patient's clinical record, the time of the PCSE Online outage or loss of connectivity and all the details required for a PVN.</p> <p>As soon as PCSE Online is available, complete a PVN and set the visit date and time for the earliest date and time allowed by regulations.</p> <p>Contact pcse.domnotifications@nhs.net with a request for the GOS Team to update the date and time of the visit. You will need to quote your ODS code, the PVN reference number and the time of the PCSE Online outage.</p>

System Latency

If a user experiences system latency when logged into PCSE Online, which makes it difficult to capture a patient's signature on a GOS claim, the options are as follows:

1. Complete a paper form
2. Obtain a signature on the patient's return to the practice