

GOS Complaints national briefing April 2019

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

NHS Business Services Authority (NHSBSA) will be undertaking 2018/19 annual complaints form submission, on behalf of NHS England.

You can complete the form online using the following link:

<https://www.snapsurveys.com/wh/s.asp?k=155203812917>

You will need your ODS code to access the form. If you are unsure or do not know your ODS code, the Provider Assurance Ophthalmic team will be able to assist you. To find your ODS code we will need:

- Contractors name
- First line of address
- Postcode

Your ODS code is the same code used to order stationery.

Alternatively, you can use the NHS Digital ODS Portal to locate your ODS code:

<https://odsportal.hscic.gov.uk/Organisation/Search>


The survey opens on Saturday 22 June 2019 at 9am and closes on **Sunday 11 August at 11.59pm.**

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

On the form, you will be asked to supply your name and e-mail address. This information will be used to contact you if there are any queries.

Please note that a zero return is required even if you have not received any complaints about GOS Services.

The collated information from the completed forms will be shared with the relevant NHS England Regional Teams.

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If you have any queries or do not know your ODS code, please contact the Provider Assurance Ophthalmic team via e-mail nhsbsa.ophthalmicproviderassurance@nhs.net or by telephone on 0300 330 9403, lines are open 8.00am till 4.30pm Monday to Friday.