

Making Accurate GOS Claims

C-70505

Providing GOS services is an important part of optical practice, but there are many grey areas where eligibility and entitlement are open for debate.

This workshop will focus on examples of where confusion about what, if anything, can be claimed.

Px A. Px A is 38 years old and comes into practice for a routine sight test. He has brought in his previous specs which are measured to the following rx:

R: -3.00/-0.50 x 78

L: -3.25DS

During the test the following refraction is determined:

R: -3.25/-0.75 x 90 VA's: 6/6 Unaided: 6/36

L: -10.00/-2.50 x 90 VA's: 6/36 Unaided: CF

New single vision distance specs are recommended.

Discussion Points:

- What Rx should the new specs be made to?
- Would Px A qualify for a GOS 1 and GOS 3 based on his rx?
- If so what could they claim?

Px B is a 72 year old from Bulgaria. She is in the UK visiting her daughter and will be staying for 6 months. She comes into practice for an eye test as it has been 3 years since her last one, which was carried out in Bulgaria, but as she has seen some glasses she likes in your practice she would prefer to do the test here.

Px B's daughter has booked the eye test and was advised by the receptionist that Px B would have to pay for her eye test. When arriving for the test Px B's daughter is unhappy that her mother has been told she must pay for an eye test when she is a pensioner.

Discussion Points:

- Did the receptionist give the correct advice?
- Would Px B be entitled to an NHS eye test?

Px C is a 63 year old male who had their last eye test with with your practice 14 months ago. They decided not to purchase new spectacles at the time. When they came in to book the test they were told they were on a 2 year recall so would not be eligible for an NHS test until they were due.

Px C challenged this and stated that as he is over 60 he is entitled to a free NHS eye test and that he wants to buy spectacles but wants the prescription checked as he thinks it may have changed.

Px C is then told by the practice manager that he can have an eye test but if there is no change in his rx he will have to pay. Px C comes out of the test room with the optometrist who advises that there has been no significant change in rx.

Px C is then asked by the practice manager to pay for the eye test. Px C is unhappy with this outcome and refuses to pay and says that he wants to take his rx elsewhere. The practice manager informs Px C that he cannot take the copy of his rx unless he pays for the eye test.

Discussion Points:

- Was the correct information given to Px C with regards to him having to pay for his eye test if there was no significant change?
- Was the practice manager right to withhold the rx copy until payment has been made for the eye test?
- How should this have been managed differently?

Px D is a 5 year old boy who has been tested by the local Hospital Eye Services department. The following rx is written on the HES voucher:

R: -4.50/-2.00x180

L: -3.75/-2.00x180

The px is dispensed a new pair of spectacles on the same day the voucher is issued. The px returns 6 months later as they have damaged the spectacles.

Upon inspection the frame has no obvious signs of wear and tear but the sprung joint has come out. A new complete pair of specs are ordered and a GOS 4 is claimed.

Discussion Points:

- What voucher value would you be able to claim for this patient?
- Was the GOS 4 claim correct?
- What value should have been claimed?

Reflective Learning Statement C-70505 Making Accurate GOS Claims

Name:

GOC Number:

Date of Peer Review:

Name of Facilitator: Stuart Wellings D-14262

Summarise the clinical skills and competencies that were discussed during this session:

List the main things you learned from this session:

Describe how you will apply this learning in your practice:

Has this session identified any areas where further personal learning is needed? If so briefly describe these below:

Signed: Date: