

1. Q. All members of the Practice completed the mandatory WGOS Quality Improvement training last year, is there separate training to do now?

A. No. The Quality Improvement Foundation Training was part of the HEIW WGOS mandatory training modules, so all staff members prior to performing/supporting WGOS (including new starters) should have already completed this training.

2. Q. Is submission of a template required for mobile/domiciliary practices for each health board where WGOS is provided?

A. Yes. Submission of the Quality For Optometry template to the Local Health Board is mandatory for every individual practice providing WGOS. For mobile-only practices, a submission is required for each Health Board where you provide WGOS. Practices submitting multiple submissions may find that some of the information submitted is the same for each individual submission.

3. Q. Does the Toolkit require me to show that I have seen a copy of the DBS certificate as an employer - or do we just rely on the fact that NWSSP has done one at the outset when listing?

A. There is no expectation that an employer would have seen a copy of the DBS certificate. An ophthalmic practitioner is not eligible to assist in the provision of general ophthalmic services, unless his or her name is included in the ophthalmic list/supplementary list which can be checked [Ophthalmic and Supplementary Ophthalmic List Search - NHS Wales Shared Services Partnership](#)
As part of the application process, the practitioner is required to undergo an enhanced DBS check [Apply for Inclusion in the Ophthalmic & Supplementary Ophthalmic Lists - NHS Wales Shared Services Partnership](#) and thus all practitioners on the ophthalmic/supplementary list will have undergone an enhanced DBS check via NWSSP.

4. Q. Under 'Practice details' tab, are locums to be listed here or just employed staff?

A. For locums, it is recommended to add a line within the table/s that states: 'The practice uses the services of the following locum optometrists/dispensing opticians/contact lens opticians when required' and list their details underneath.

5. Are Practices required to ask patients their English/Welsh language preference?

A. Yes. Practices must establish and record the language preference of a patient. Health Boards will want to update their Practice lists with information for patients/practices around which practices can offer a full/part patient journey conducted in the Welsh language. Health Boards also make available translator services for Practices to use as an option for all languages e.g. Language Line.

Since 30th May 2019, six Welsh language duties have been placed on independent primary care contractors. For any services provided under the contract providers must:

- notify the local health board if they provide services through the medium of Welsh

- provide Welsh language versions of all documents or forms provided to it by the local health board
- ensure that any new sign or notice provided is bilingual. Contractors can use local health boards translation services for this purpose.
- encourage staff to wear a badge or lanyard to show that they are able to speak or learning Welsh, if they provide services in Welsh
- **establish and record the language preference of a patient**
- encourage and assist staff to utilise information and/or attend training courses or events provided by the local health board

6. Q: Where should Practices send their completed Quality For Optometry (QfO) Toolkit Annual Return?

A: Practices have received an email from their Local Health Board in respect of completing the Quality for Optometry Annual Return. Each Local Health Board will have confirmed the email address as to where to send the document(s) – this will not be an Optometry Wales email address.

7. Where can I seek guidance around completion of the Quality for Optometry Toolkit?

In collaboration with other organisations, Optometry Wales has created Optometry Wales Guidance QfO – ([PDF](#))/([Word](#)) which is available on the Optometry Wales website to support with completion of the Toolkit. A copy of the toolkit is also available on the Optometry Wales website [QFO-Annual-Return-2024-.xlsx](#)

Within the attached template there are a set of instructions on the first tab and a declaration to complete on the final tab. (Please be aware that the toolkit may open on the declaration tab and practices will need to arrow left to uncover the other tabs).

Completion of this toolkit is a mandatory requirement under the new contract. Practices will need to complete all sections of the toolkit and submit the required documents for review by the Local Health Board by **31/01/2025**.

Please forward any queries on the toolkit to both your Local Health Board and to Optometry Wales on DebbieO'Sullivan@optometrywales.com

8. Q. Where can I find online safeguarding training?

A. Optometrists can access free online safeguarding training from the College of Optometrists [Safeguarding training - College of Optometrists](#)

B. Dispensing Opticians can access free online safeguarding training from ABDO (for ABDO members) or from HEIW.

9. Q. Where can I find my Optometry Practice Code?

A. You can find your Optometry Practice Code on top of the monthly NHS payment statement received from NWSSP.

If you don't have this, please contact NWSSP.