

6 December 2010

Dear Practitioner

**Re: Non-Collection of Optical Appliances**

If spectacles have not been collected after 3 months from the date of ordering or where a patient has subsequently died, the relevant GOS claim form may be submitted for payment in respect of the uncollected optical appliance provided the following details apply to the claim form.

The claim form should have the patient's signature applying for voucher help at the time of ordering (i.e. Part B on a voucher form and Part C on a repair/replacement form) but not the signature indicating that the appliance has been collected. The form should be annotated as "spectacles not collected"/"patient deceased" and for non-collections a record of the steps the practice has taken to notify/contact the patient should be noted in the remarks box.

Claims for non-collection should be submitted no later than 1 year from the date of ordering.

Any enquiries arising from this memorandum should be directed to the Assistant Director of Intergrated Care: Optometry via **Ophthalmic Services, Business Services Organisation**

**To all Optometrists and  
Ophthalmic Medical Practitioners**

***providing General Ophthalmic Services***

***Providing Support to Health and Social Care***

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