

HES Vouchers

Dear All

It has been brought to the attention of the SEL LOCs that practices have been having problems with their HES vouchers being paid. We have spoken to several people at the different HES sites who deal with the accounts. We have also informed the ICB and advised that, for small businesses, this can have a significant impact on their cashflow.

We hope that, by following the following guidance and using the template below (ensuring that your invoice contains the key details), practices will all start being paid more promptly.

General HES invoice guidance

- 1) Keep a copy of the HES voucher – whether paper copy or electronic always keep a copy.
- 2) When you send them off, keep a record of what was sent where and the date (this can be a spreadsheet/copy of the covering letter with the amount on or generating an invoice from your accounting system). **Make sure you know what you are owed!**
- 3) If you are posting the invoice, if possible, send by recorded delivery – that way you know your HES voucher invoice has reached its destination
- 4) Include the HES voucher is fully completed – every tick and amount, signature etc must be completed fully or it will be rejected.

Send your claims off regularly.

Where to send your HES voucher claims

Below are the addresses to send claims for the different local HES sites. We have included the most common ones locally, however, if you receive a voucher from another site, the address will be on the voucher.

Kings (Queen Mary's, Denmark Hill, Orpington)

This is Adult and Children HES vouchers

Orthoptic & Optometry Services
Kings College Hospital NHS Foundation Trust
Ophthalmology Department
Normanby Building
Denmark Hill,
London
SE5 9RS

Lewisham

Lewisham & Greenwich NHS Trust
RJ2 Payables 4715
PO Box 312
Leeds
LS11 1HP

If you do not receive payment, your first point of call should be SBS to ascertain if the invoice is on the system. You can resend invoices to sbs.apinvoicing@nhs.net for scanning. Please ensure no one is copied into the email. Alternatively, you can contact the Trust using the following email address: LG.accountspayable@nhs.net.

GSTT

Please note that Children's and Adult vouchers are different. They go to different places to be paid so please send separate claims for children and adults

Children's HES Vouchers

Children's Eye Department
HES Voucher
3rd Floor South Wing
St Thomas' Hospital
Westminster Bridge Road
London
SE1 7EH

Adult HES vouchers

St Thomas' Hospital
Westminster Bridge Road
London
SE1 7EH

Moorfields

Finance Dept (HESP claim)
Moorfields Eye Hospital
City Road
London
EC1V 2PD

Barking, Havering & Redbridge University Hospital Trust

Email bhrut.opticians-hes3@nhs.net with your invoice and a copy of the HES voucher.

If you have any queries, or are experiencing problems with receiving payment, please contact the LOC at londonsoutheast@jclconsulting.co.uk. **Please keep the LOC updated if you continue to have problems being paid.**

Kind regards,

Bexley, Bromley & Greenwich LOC
Lambeth, Southward & Lewisham LOC