



# Ophthalmic Schedule Communications

May 2022

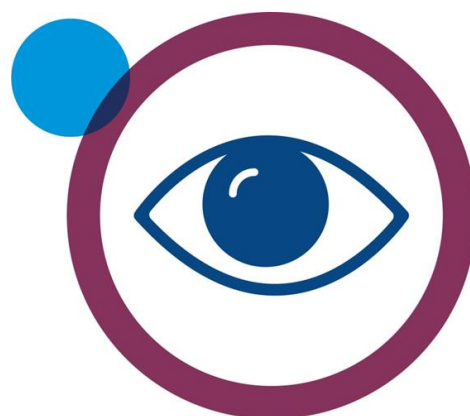
**Welcome to the schedule communications, where you will find useful information and helpful tips**

## **Ophthalmic 25 forms – Change of surname**

If a patient presents who has changed their surname you should submit the claim with their new surname but you must enter their previous surname in the previous surname box on your software so we can amend the record when the claim comes in.

Each month, the ophthalmic payment schedule provides details of patients for whom we have received claims. Claims that differ from our master record are presented as based on 'probability matching'. This would happen if most of the record is matched but the name had been spelt differently.

If our master record is wrong, please provide the correct details using the [Patient Detail Amendments - Ophthalmic 26 form](#). This ensures that patient treatment histories are accurate.



## **NSS Practitioner Services Customer Satisfaction Survey**

We would like to hear your views about the services you receive from our Practitioner Services departments (Medical, Pharmacy, Dental and Ophthalmic) so that we can improve our service to you and better meet your needs. We would also like to know how much you know about the forthcoming changes to our services as part of our digitalisation-led service redesign.

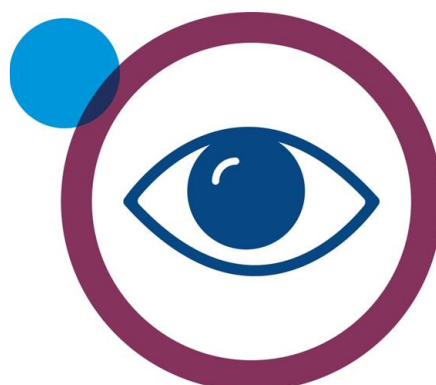
You can access the survey from the link below or by scanning the QR code on your phone. The survey is anonymous and will take around 10 minutes to complete.

<https://forms.office.com/r/SbpcCp0Ekk>



### **Jubilee bank holiday Friday 3 June 2022**

The ophthalmic helpdesk will be closed on Friday 3 June 2022 for the Jubilee bank holiday. It will reopen at 8.30am on Monday 6 June 2022.



### **Claim cut-off dates – May paid June Schedule**

**Electronic: To be confirmed**

**Post (HES forms only): Tuesday 31 May 2022 4.30pm**

Telephone: 0131 2756200 | email: [NSS.psdophthalmic@nhs.scot](mailto:NSS.psdophthalmic@nhs.scot)

Visit [the Ophthalmic services page on the NSS website](#)