



Ophthalmic Schedule Communications

July 2022

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

Schedule close and payment dates

We publish the cut-off dates for claim submission and when each payment will be made for each month. You can view the [schedule close and payment dates](#) on our website.

How and where to submit your ophthalmic mail

We recently published the [mail delivery guide](#) on our website and would like to remind practices that administration forms must only be submitted via e-mail from a nhs.scot email account to NSS.psd-customer-admin@nhs.scot

Ophthalmic 26 forms

Each month, the ophthalmic payment schedule provides details of patients we have received claims for.

Claims where the patient details 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 has a different spelling.

If you believe our master record is incorrect, complete and submit an Ophthalmic 26 Patient Detail Amendment (OPH26) form.

Following a recent review of this form, we now require practices to make additional considerations before submitting their form.

Completing the OPH26 forms

Practice details including postcode, the schedule month/year, the 5-digit payment location code and date must be entered.

Any forms requiring only the optician’s signature can be submitted from their nhs.scot email account and will not need to be signed by them. If submitted by a practice manager or receptionist, the form must be signed by the optician, scanned and sent as a pdf from a nhs.scot email account.

When completing the form, for the ‘should read’ row, we would prefer if only the individual detail you are requesting to be changed is completed, rather than completing the whole row. This will save time when completing the form and be clearer for our staff on the information you are requesting to be changed. Please see example below.

PATIENT DETAILS					
Patient Master Details	Patient Surname	Patient Forename	Date of Birth	Sex	Acceptance Date
	Smith	Jon	01/01/2000	<input checked="" type="radio"/> Male <input type="radio"/> Female	01/04/2022
Should Read		John		<input type="radio"/> Male <input type="radio"/> Female	
Amendment Carried Out by PSD					

Change of surname

If a patient has changed their surname, the first form you submit following the name change should be in their new name with their previous surname in the previous surname box. You are not required to submit an OPH26 form.

Change of forename

If a patient has changed their forename, you should submit an OPH26 form to us detailing the name change and once this has been actioned submit any claims using their new forename.

Double-barrelled forenames

If a patient has a double-barrelled forename containing two parts separated by a ‘-’ or space, only the first part of the name is recorded by our system. For example, a patient called ‘Anne-Marie’ would be recorded as ‘Anne’, and that is how the name would present on your schedule.

Double-barrelled surnames

If a patient has a double-barrelled surname containing two parts separated by a '-' or space, only the last part of the name is recorded by our system. For example, a patient with the surname 'Smith-Jones' would be recorded as 'Jones', and that is how the name would present on your schedule.

Names with apostrophes

If a patient has a name that includes an apostrophe, our system will ignore the apostrophe. For example, if a patient has the surname O'Neill, our system will record it as Oneill and that is how the name would present on your schedule.

If you have submitted an OPH26 advising us of an amendment, you may also see the same incorrect details on the next payment schedule. This is likely a timing issue between you submitting the OPH26 and the next payment schedule being run. Please allow at least one payment schedule to pass after you have received our confirmation that we have made the change before you write in again for that same change.

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

