



Ophthalmic Schedule Communications

**November
paid Dec
2022**

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

Access the schedule close dates and payment timescales [here](#)

PCA(O)(2022)06

The Scottish Government have issued [PCA\(O\)\(2022\)06](#) which advises on the following:

- Establishment of the CGS;
- CGS National Roll-Out Plan;
- Cohort 3 for the NHS Education for Scotland Glaucoma Award Training (NESGAT) qualification;
- CGS Application Process.

Do you have an NHS email address?

700 opticians already have NHS email addresses. If you have an NHS email address, then please make sure that you are accessing this email address regularly to ensure that you receive the relevant communications and that the email address remains active.

If you do not have an NHS email address, then please contact your local health board to have this set up for you. Regular communications are sent out to

practitioners with NHS email addresses. Future e-services and administration may also go through ServiceNow which is always connected to an NHS email.

E-schedule contacts

We send a monthly email regarding the availability of eSchedule reports and schedule communications to the relevant eSchedule contacts in different practices. If you wish to update or provide an amendment to the eSchedule contacts for your practice to receive these emails, please complete the [eSchedule contact form](#) and send it via email to nss.psd-customer-admin@nhs.scot.

Submitting vouchers after closing a practice

If you are closing a practice make sure you submit all GOS claims before the resignation date of the payment location code (PLC). Once the practice is closed and the PLC is resigned you will be unable to submit claims for payment.

Reminder that all administration forms and correspondences must be submitted electronically

All correspondences should be by email and **no** paper forms should be sent to the Meridian Court or Gyle Square, except for HES forms which should be sent to Gyle Square. All administrative forms received by post will be returned.

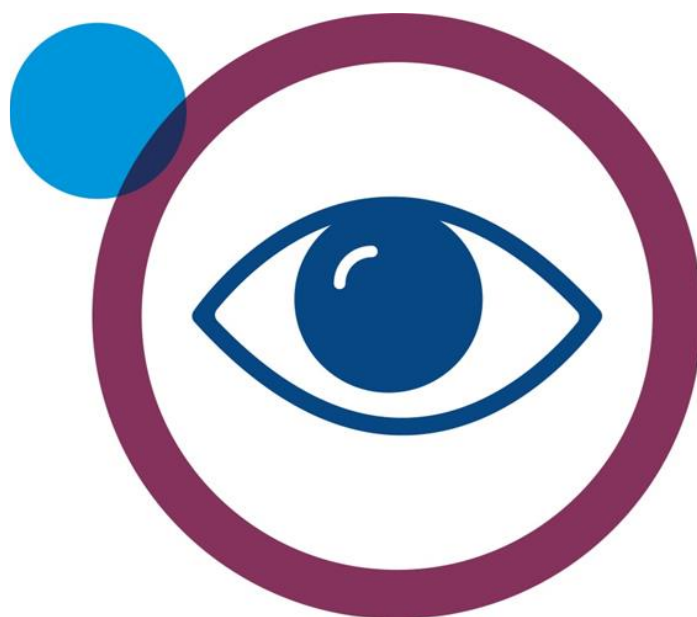
No ophthalmic work should be sent to Bain Square. Any ophthalmic work sent to Bain Square may not be processed.

Helpdesk festive opening hours

Please note the following helpdesk opening hours over the Christmas and New Year period:

Date	Helpdesk opening times
Friday 23 December 2022	8.30am – 12.30pm
Monday 26 December 2022	Closed
Tuesday 27 December 2022	Closed
Wednesday 28 December 2022	8.30am – 4.30pm
Thursday 29 December 2022	8.30am – 4.30pm
Friday 30 December 2022	8.30am – 12.30pm
Monday 2 January 2023	Closed

Date	Helpdesk opening times
Tuesday 3 January 2023	Closed
Wednesday 4 January 2023	8.30am – 4.30pm
Thursday 5 January 2023	8.30am – 4.30pm
Friday 6 January 2023	8.30am – 4pm



Telephone: 0131 2756200 | email: NSS.psdophthalmic@nhs.scot

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

Visit [Scotland's national website for eye care services and eye health information – For the public For professionals](#)