



# Ophthalmic Schedule Communications

**December  
paid Jan  
2023**

**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)07**

The Scottish Government have issued [PCA\(O\)\(2022\)07](#) which advises on the following:

- Patient signposting over holiday period
- Homeless patients
- Winter COVID-19 and flu vaccines
- Data sharing for SCONE project
- Health marketing campaigns
- Eyes.Scot Website

## **Managing user access to eOphthalmic**

### **Adding payment location number**

Existing users that require a new store's payment location number to be added to their account must ask the store staff or store manager to phone or email us to authorise its addition.

Their email must contain the username and a clear request to add the payment location number to the account. The email must also have a signature showing clearly who the requestor is and their place of work.

We cannot accept the requests directly from the account user.

### **Removing payment location number**

The removal of a location number from a user account can be requested by the user or the store's staff or store's manager, again this can be a telephone call or email and containing the username and a clear request to remove the payment location number, the email must have a signature showing clearly who the requestor is and place of work.

### **Requesting new user eOphthalmic account**

Request a new user account to gain access to eOphthalmic by completing the relevant forms:

- username and password form
- personal identification number (PIN) form, if required for submitting GOS claims,
- acceptable use policy form

These forms can be found on this [page](#).

### **Closing an eOphthalmic account**

Contact us with the username and request the account to be closed and details of the reason if its not the account holder contacting us:

[NSS.psdophthalmic@nhs.scot](mailto:NSS.psdophthalmic@nhs.scot)

### **Do you have an NHS email address?**

1050 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](mailto:nss.psd-customer-admin@nhs.scot).

**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.



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