



Ophthalmic Schedule Communications

April paid
May 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)2023(02)

The Scottish Government have issued [PCA\(O\)2023\(02\)](#) which advises on:

- Increase in NHS optical voucher values
- CGS application process in NHS Lanarkshire.

D&O Management profile

Linda Clelland is the operation manager for the Customer Services and Scottish Dental Reference Service (SDRS). Linda provides strategic direction and support to these teams to maintain and improve our current and new practitioner and patient services.

George Anderson is the Customer Services manager for Dental and Ophthalmic - with David and Lorraine the helpdesk officers responding to telephone and emailed enquiries from practitioners and patients, and Zenash and Katie the communication officers for all external Dental and Ophthalmic communications.

We respond to over 1000 emails each month with 99% responded to within the day it is received well within our 2-day response target. We receive an average of 1500 telephone calls each month and can provide answers and information to most callers

without the need to triage calls to the relevant teams. Enquiries range in subject across finance, treatment claim administration, patient SDRS appointments, and dental and ophthalmic regulations.

We support the business with targeted responsive communications that may have to be delivered at short notice to communicate a particular issue. We also have the monthly schedule communications and the biannual online magazines, Focus and Mouthpiece, which we publish on the D&O NSS website.

Linda and George provide leadership and support for staff, team planning and development ensuring that we deliver the eDental and eOphthalmic services that support NHS practitioners and patients. They work closely with other PSD managers, management teams and the Business Change Team to implement solutions for new and changing services, to ensure a proactive and professional customer service environment.

Payment Claims

Please ensure that all ophthalmic payment claims are submitted to Practitioner Services electronically at: nss.psdgospayteam@nhs.scot

Please **DO NOT** send ophthalmic payment claims by post. Any such claims received by post will be returned.

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, the store's staff, or store's manager. Again, this can be a telephone call or email 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 their place of work.

Requesting new user eOphthalmic account

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

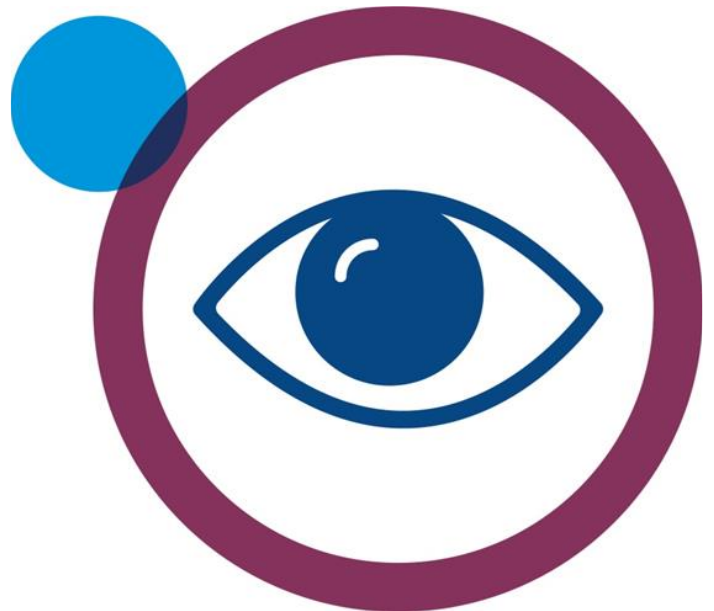
- username and password form
- personal identification number (PIN) form, if required for submitting GOS claims,
- acceptable use policy form

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 it is not the account holder contacting us:

NSS.psdophthalmic@nhs.scot



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](#)