



Ophthalmic Schedule Communications

July paid
August
2023

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

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

Our internal Teams

Check out our team profile videos that highlight what we do, [Our Teams](#)

Opticians without NHS email accounts?

Do you have an NHS email address?

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.

NHS NSS Practitioner Services Customer Satisfaction Survey

Thank you to everyone who took time to respond to this year's Customer Satisfaction Survey - we have had a total of 554 responses across Primary Care. Your participation and input are greatly appreciated and valued.

Early look at the data tells us that many of you have had good experiences of our services and there are positives to build on going forward. However, there are clearly also areas for improvement, and a detailed analysis is now under way to look at what these are. Key findings will be followed up in focus groups with practitioners in September and the results will be shared with you in due course.

Thank you again for your support.

Anna Rist, Customer Experience Manager



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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](#)