



# Ophthalmic Schedule Communications

May paid June  
2024

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

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

**June paid July cut-off date: Thursday 11 July 2024 at 5pm**

## **NISG Service Desk Telephone Line Service Retiral**

From 1 January 2025, the NISG Service desk telephone line be withdrawn from service for incoming calls. The preferred method of raising tickets is through the Service Desk portal called Service Now. This is currently in operation and can be used now. There is no need to wait until January. It will not take more time to have your issue resolved. The benefit is instead of one or two people answering the phone, there is the option of up to 10 people picking up your ticket.

There are many times that speaking with someone is far easier than protracted written communications. On these occasions one of the analysts will call you on the preferred number that you give on the ticket details. If you regularly have waiting queues on your practice phone number, please give a phone number that is not subject to queues.

The first time you raise a ticket on the portal you may need to register your personal details e.g., name, contact email and phone number and practice where you work. It is only a few fields and does not take long. Once you have registered, any time thereafter when you log on you will be recognised and your personal details will auto populate. You will need an NHS mail account to be able to register.

To raise a ticket on the service desk portal, click on the link below or copy and paste into a browser window. Please remember to add the web address to your favourites so, that you have no issue getting in touch with us in future.

If you do not have an NHS email account you should apply to your local health board for one. If you do not have an NHS email account you can still raise tickets via the service desk email address shown below.

Service Now portal: <https://nhsnss.service-now.com/sp>

Email address: [NSS.NISGServiceDesk@nhs.scot](mailto:NSS.NISGServiceDesk@nhs.scot)

## **NHS NSS Practitioner Services Customer Satisfaction Survey 2024**

We are keen to know how we are performing and how you feel about the services we provide. Understanding what your priorities and concerns are will help us improve and continue providing the best possible service to you.

Please tell us what you think in our annual Customer Satisfaction Survey using the link below. Please feel free share the link with any professional contacts; the more views we receive, the better we can target improvements to our services.

<https://forms.office.com/e/YkFNV3KTyD>

**The survey closes on 30 June 2024.**

## **Reminder: Do NOT Send Any Mail to Bain Square**

No ophthalmic mail should be sent to Bain Square. Any mail sent to Bain Square will not be processed. Please read our [mail delivery guide](#) for instructions on where to send mail.

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 eyecare services and eye health information – For the public For professionals](#)

