



Ophthalmic Schedule Communications

February paid
March 2026

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

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

March paid April 2026 cut-off date: Monday 13 April 2026 at 5pm

PCA(O)2026(03)

[This PCA](#) advises on:

- NHS Optical Voucher Eligibility
- Portable Slit Lamp Grant Funding

Please see section below on NHS Optical Voucher Eligibility.

NHS Optical Voucher Eligibility – April 2026

In February, the Scottish Government announced that Income Support and income-based Job Seekers Allowance will be withdrawn as a valid exemption on 1 April 2026.

The above benefits will remain valid exemptions for courses of treatment with an acceptance date (start date) before 1 April 2026; however, these benefits are not valid for claims with an acceptance date on or after 1 April 2026.

Patients in receipt of these benefits should receive notification from the Department of Work and Pensions. Patients that qualify for Universal Credit following the removal date should use this as their reason for remission going forward. Patients that do not qualify for a benefit from 1 April 2026 will no longer be eligible for an exemption from charges for courses of treatment started from that date.

You can find the full PCA [here](#).

Community Glaucoma Service Clinical Governance Group Guidance Update

The Community Glaucoma Service Clinical Governance Group have recently published an update to the guidance document which supports the risk stratification into the Community Glaucoma Service (CGS): [Recent updates to Clinical Governance](#).

This guidance document lays out recommendations for where glaucoma and ocular hypertension patients could receive their care. It is not an exhaustive list, and there may be instances where a patient falls within the categories detailed but is not suitable for the service highlighted. This document is intended to be a guidance tool and should not be used to replace professional judgement.

The updates to this document reflect the recent changes that the Scottish Government have made to the definition of an eligible patient for the service. This definition has been expanded to include 'ocular hypertension where the person has had selective laser trabeculoplasty treatment for that condition', [the Optometry Enhanced Services \(Glaucoma\) \(Scotland\) Directions](#). Minor amendments have also been made throughout the document.

The target audience for this document are the clinical staff within the Hospital Eye Service (particularly those with responsibility for determining whether a patient is suitable for the CGS) and Accredited Clinicians / Assessing Accredited Clinicians participating in the service.

Practice Closure – Palo Alto return

Practitioner Services provide all ophthalmic practices with a Palo Alto device that enables connection to the NHS Scottish Wide Area Network (SWAN).

If a practice is closing, the Palo Alto box **must** be returned to Practitioner Services. Please post any Palo Alto devices that are no longer required to our Edinburgh office:

FAO Grahame Park
NHS National Services Scotland
1 South Gyle Crescent
Edinburgh
EH12 9EB

You must include all network and power cables that were originally provided with the box. If you require any support with the return, please contact our help desk by phone on 0345 034 2458 or by email at: nss.psdophthalmic@nhs.scot

Thank you for taking part in the PSD Annual Satisfaction Survey

A sincere thank you to all practitioners who took the time to complete our annual Satisfaction Survey throughout February. Your feedback is valuable to us, and we greatly appreciate the time you took to share your experiences and insights.

The survey is now closed. Over the coming weeks, we will be analysing the responses in detail to understand what is working well and where improvements would make the biggest

difference to you. We will provide an update on the results, and the actions we plan to take in response, during the summer months.

Thank you again for your continued engagement and support.

Change to Helpdesk Hours from April 2026

The Ophthalmic helpdesk will close at 3.00pm on Fridays from 10 April 2026.

The opening hours on Monday to Thursday remain unchanged. Please see table below for the updated times.

Weekdays	Helpdesk opening times
Monday	8.30am – 4.30pm
Tuesday	8.30am – 4.30pm
Wednesday	8.30am – 4.30pm
Thursday	8.30am – 4.30pm
Friday	8.30am – 3.00pm

Helpdesk Closure Over Easter Break

The Ophthalmic Helpdesk will be closed on **Friday 3 April** and **Monday 6 April 2026** for the Easter break. It will reopen at 8.30am on Tuesday 7 April 2026.

Telephone: 0345 034 2458 | email:
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](#)

