

Ophthalmic Schedule Communications

March paid
April 2026

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

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

April paid May 2026 cut-off date: Sunday 10 May at 5pm

Public Services Delivery Scotland (PSD Scotland)

From 1 April 2026, NHS National Services Scotland (NSS) and NHS Education for Scotland (NES) joined to form a new organisation: **Public Services Delivery Scotland (PSD Scotland)**.

This organisation has been established to enable transformation in health, social care, and the wider public sector, and to support the delivery of high-quality public services for people across Scotland.

From this date, Public Services Delivery Scotland (PSD Scotland) will be the organisation name used in all official communications, publications and correspondence.

You will now be able to access the new website: [Public Services Delivery Scotland \(PSD Scotland\)](#)

Please note, however, that the existing NSS and NES websites will remain available.

eOphthalmic Update: New Patient Details Lookup Service

A new Patient Details lookup service has been introduced to support eOphthalmic users. The lookup service will return:

- Patient details (Name, CHI number, Sex, Date of Birth)
- Details of the last Primary and Supplementary Examination carried out, including details of the practice that carried out the examination, and free eye test eligibility

- Prescription from the most recent claim submitted (if this was provided)
- Visual Acuity from the most recent claim submitted (if this was provided)

Please visit our [website](#) for detailed eOphthalmic guidance including this service.

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In February, the Scottish Government announced that Income Support and income-based Job Seekers Allowance will be withdrawn as a valid exemption on 1 April 2026.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

Fortinet (CAT 20) Disposal

Swan Capita have confirmed they will no longer be collecting Fortinet devices. Please dispose/recycle your Fortinet device.



**** Please do not dispose of the Palo Alto device****

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

Change to Helpdesk Hours from April 2026

The Ophthalmic helpdesk will now close at 3.00pm on Fridays.

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 May Public Holiday

The Dental Helpdesk will be closed on Monday 4 May for the public holiday. It will reopen at 8.30am on Tuesday 5 May 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](#)

