



Focus - February 2023

Welcome to Focus

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An Introduction to our Optometric Advisors at NSS

We would like to introduce our two Optometric Advisors Pamela McClean and Gillian Keightley. They both joined our team early in 2022 and, since then, they have actively been providing clinical support.

The role of the Optometric Advisor within NSS is to provide professional and clinical support. They advise on community optometry matters, focussing on both the ongoing provision of the General Ophthalmic Services (GOS) and the new Enhanced Services (ES). They aim to act as a key interface between NSS, Territorial Boards and Scottish Government (SG).

It is important to note that the Board Optometric Advisors should remain the first point of contact for any concerns. The NSS Optometric Advisors are the principal point of contact within NSS where there are concerns over the standard of clinical care, however, the normal pathways for clinical concerns within the territorial boards remain unchanged.

Pam is a qualified IP Optometrist with extensive experience in the primary and secondary care, regulatory and educational sectors. She has a background in quality assurance through her role as an Education Visitor Panel member for the General Optical Council (GOC) and also as a Practice Inspector for NHS Lothian. She is experienced in postgraduate education and assessment through her work with both NHS Education for Scotland and Glasgow Caledonian University. She also acts as an Expert Witness for the GOC and is currently working with the Princess Alexandra Eye Pavilion as a research optometrist. In addition, Pam owns and runs her own independent practice. Outside of clinical practice, she sits as a committee member for the Edinburgh and Lothians' Optical Society.

Gilly is a qualified IP Optometrist who has extensive clinical experience within community optometry. She has worked for a variety of practices ranging from smaller independents to large multiples. She has also provided domiciliary eyecare and worked for a peripatetic optometric service to the Highlands and Islands. Gilly was a Lead Clinical Optometrist with responsibilities for staff management, clinical development, and clinical audit/governance. She is an established pre-registration student supervisor and enjoyed developing a successful pre-registration in-store support programme. Outside of clinical practice she has been involved in the College of Optometrists reference groups and local PAL groups.

A few words from Pam and Gilly

“We took up our posts with NSS in early 2022. Starting our roles when the new Enhanced Services were already in development meant we had to hit the ground running but it made for some very exciting workdays!

Over the last year our work has been mainly focussed on development of the new Enhanced Services within optometry - the recently announced Community Glaucoma Service (CGS) has been a key part of that work. It has been extremely rewarding to be working on such a fast-paced piece of work and we have really enjoyed meeting and collaborating with the different teams and professionals involved in the provision of healthcare services.

We have also been working on developing a quality improvement and clinical governance structure for optometry which supports providers (practices and practitioners) to deliver high quality and safe patient care. Clinical governance is an area in which, traditionally, optometry has trailed some of our fellow healthcare professionals. It is therefore exciting to work towards aligning optometry with the wider healthcare community and to play our part in the continued development of optometry as a key healthcare profession in Scotland.”



Gillian Keightley, Optometric Advisor



Pamela McClean, Optometric Advisor

Transformation Update – Community Glaucoma Service, New Eyecare Services Programme February 2023

Community Glaucoma Service (CGS)

The legal directions for the Community Glaucoma Service (CGS) came into force on 7th December 2022. National Services Scotland (NSS) will support the initiative to discharge a clinically selected group of lower risk glaucoma patients from the Hospital Eye Service (HES) to accredited community optometrists from February/March 2023. The first stage will commence in a number of accredited practices across NHS Greater Glasgow & Clyde which will support patients moving from HES to an accredited provider by 31st March 2023, thereafter the phased roll out to patients across Scotland.

The CGS project will utilise the ophthalmology Electronic Patient Record (EPR), accreditation of independent prescribing (IP) optometrists, and registration of patients to support the safe care of these patients in the community from a secondary care setting. Patients in this scheme will no longer be under the care of a consultant ophthalmologist although the accredited clinician can re-refer if they feel it clinically appropriate. The care will be delivered entirely by an accredited clinician at a practice local to the patient. The decision to discharge a patient is that of the Consultant Ophthalmologist and patients will receive notification that they are eligible to join the Community Glaucoma Service.

Under this new service, Practitioner and Counter Fraud Services (P&CFS) must register patients to the CGS, capture data for CGS assessment claims, process payment of these claims, carry out payment verification, reporting and a full range of administrative support ranging from practitioner accreditation to helpdesk support.

Ophthalmic 24 forms

A recent analysis of the [OPH24 forms](#) showed that just over 70% of the forms we receive was due to wrong treatment being claimed, just over 20% of the forms were requesting us to delete a primary eye examination and just under 10% of the forms were due to duplicate claims being sent.

Getting your claim right first time

- **Examinations GOS1**

The supplementary adjustments were caused by not using the correct supplementary code or a claim was made for a supplementary examination that didn't take place.

Primary examination adjustments were caused by claims made for over 60 with photos taken but then were advised photos were not taken.

- **Vouchers GOS3/4**

Voucher adjustments are mainly caused by a practice not claiming the correct amount for the glasses they provide.

If you are providing glasses at less than a voucher value then eGOS and practice management systems allow for this lesser value to be claimed.

Also “fair wear and tear” not being declared causes the claim not to be paid due to insufficient prescription change however this is down to the practice not ticking the fair wear and tear box on the claim.

- **Payment location codes**

Please make sure you are submitting your claims from the correct payment location code. If you are an optician working in multiple practices you must make sure you select the correct payment location code for the store you are submitting the claims from.

Please make sure you check your all claims before you submit them for payment to help reduce the number of adjustments required.

[Sending Ophthalmic 24 forms](#)

We now only accept ophthalmic 24 forms by email. Always make sure you detail the form type OPH24 in the subject field of your email. Responses to these enquiries will only be carried out if all the data fields are completed. Failure to provide the supporting evidence will result in the OP24 being returned. Ophthalmic 24 forms should be emailed to: nss.psd-customer-admin@nhs.scot

Ophthalmic 25 forms

After reviewing the OPH25 Non Payment enquiry form we now require practices to follow additional considerations before submitting their form. This is because General Ophthalmic Service forms are created electronically and we require the unique claim details before we can investigate. The changes to OPH25 came into effect from 1 June 2022, please familiarise yourself with these changes and share this guidance with your team.

[Completing the OPH25 forms](#)

Practice details including postcode, the estimated schedule month/year, 5 digit payment location code and signature/date must be entered.

PRACTICE NAME & ADDRESS <small>Enter clearly, inc postcode</small>	SCHEDULE DATE	PAYMENT
<input type="text"/>	MONTH	LOC CODE
	<input type="text"/>	<input type="text"/>
	YEAR	
	<input type="text"/>	
	OPTICIAN'S SIGNATURE	DATE
	<input type="text"/>	<input type="text"/>

Any forms requiring only the optician’s signature can be submitted from their nhs.scot email account and will not need to be signed by them;

If submitted by a practice manager or receptionist, the form must be signed by the optician, scanned and sent as a pdf from a nhs.scot email account;

If any forms require more than one signature, they must be signed by the appropriate people, scanned and sent as a PDF from a nhs.scot email account.

Following from the claim details, the new mandatory information required is as follows:

Payment location number;

Claim reference number;

Submission count.

These three details make each of your GOS claims unique and form the 12 digit Case ID that we report on your monthly payment schedules for each claim.

CLAIM DETAILS								
Patient's Full Name			Date of Birth	Date of Supply	Completion Date	Total Claimed	Date sent	Form Type
List No.	Claim Ref	Sub count	Result of investigation by PSD					

Payment location numbers are 5 digits.

The claim reference number provides us with evidence that the claim existed at the time of submission and will be displayed below the ribbon at the top of the claim screen.

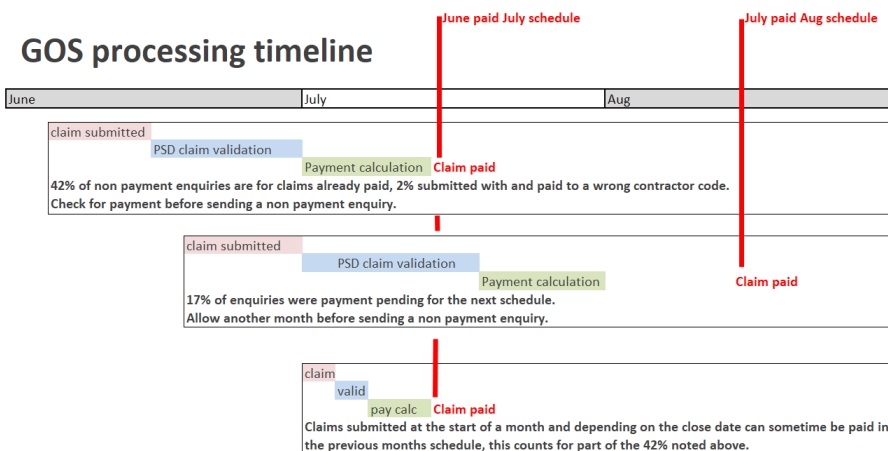
Submission count will be 0 for a first submission of a claim, if the claim had failed for eGos rules and further attempts were made then the submission count will be higher.

The first five digits of the claim reference are your location number, the next six are the reference number and the final digit is the submission count.

Considerations before submitting the OP25 forms

Practices should not be submitting an OP25 on the first month following a claim submission, from 1 June 2022 these will be returned.

We are finding nearly 60% of non payment enquiries are paid or pending payment and further 6% of enquiries are not completed correctly.



Preparing the email

Always make sure you detail the form type OPH 25 in the subject field for your email. Responses to these enquiries will only be carried out if all the data fields are completed. Failure to provide the supporting evidence will result in the OP25 being returned.

Ophthalmic 25 forms should be emailed to: nss.psd-customer-admin@nhs.scot

Ophthalmic 26 forms

Claims where the patient details differ from our master record are presented as based on 'probability matching'. This would happen if most of the record is matched but the name has a different spelling.

If you believe our master record is incorrect, complete and submit an Ophthalmic 26 Patient Detail Amendment (OPH26) form.

Following a recent review of this form, we now require practices to make additional considerations before submitting their form.

Completing the OPH26 forms Practice details including postcode, the schedule month/year, the 5-digit payment location code and date must be entered.

Any forms requiring only the optician's signature can be submitted from their nhs.scot email account and will not need to be signed by them. If submitted by a practice manager or receptionist, the form must be signed by the optician, scanned and sent as a pdf from a nhs.scot email account.

When completing the form, for the 'should read' row, we would prefer if only the individual detail you are requesting to be changed is completed, rather than completing the whole row. This will save time when completing the form and be clearer for our staff on the information you are requesting to be changed. Please see example below.

PATIENT DETAILS					
Patient Master Details	Patient Surname	Patient Forename	Date of Birth	Sex	Acceptance Date
	Smith	Jon	01/01/2000	<input checked="" type="radio"/> Male <input type="radio"/> Female	01/04/2022
Should Read		John		<input type="radio"/> Male <input type="radio"/> Female	
Amendment Carried Out by PSD					

Change of surname If a patient has changed their surname, the first form you submit following the name change should be in their new name with their previous surname in the previous surname box. You are not required to submit an OPH26 form.

Change of forename If a patient has changed their forename, you should submit an OPH26 form to us detailing the name change and once this has been actioned submit any claims using their new forename.

Double-barrelled forenames If a patient has a double-barrelled forename containing two parts separated by a '-' or space, only the first part of the name is recorded by our system. For example, a patient called 'Anne-Marie' would be recorded as 'Anne', and that is how the name would present on your schedule.

Double-barrelled surnames If a patient has a double-barrelled surname containing two parts separated by a '-' or space, only the last part of the name is recorded by our system. For example, a patient with the surname 'Smith-Jones' would be recorded as 'Jones', and that is how the name would present on your schedule.

Names with apostrophes If a patient has a name that includes an apostrophe, our system will ignore the apostrophe. For example, if a patient has the surname O'Neill, our system will record it as Oneill and that is how the name would present on your schedule.

If you have submitted an OPH26 advising us of an amendment, you may also see the same incorrect details on the next payment schedule. This is likely a timing issue between you submitting the OPH26 and the next payment schedule being run. Please allow at least one payment schedule to pass after you have received our confirmation that we have made the change before you write in again for that same change.

How and where to submit your ophthalmic mail

We recently published the [mail delivery guide](#) on our website and would like to remind practices that administration forms must only be submitted via e-mail from a nhs.scot email account to NSS.psd-customer-admin@nhs.scot

Royal National Institute for the Blind (RNIB) Scotland Emotional and Practical Support Eyecare Liaison Officers (ECLO) Services

Are you aware of RNIB ECLO Services in Scotland?

RNIB Scotland provide ECLO (Eye Care Support Services) services in hospitals and community settings across Scotland, working with NHS and Health and Social Care Partnerships to help people living with sight loss.

We recognise that more patients with eye conditions are being managed locally by their optometrists in primary care. These patients and their family members and carers are still likely to benefit from emotional and practical support, RNIB Scotland have launched a Pilot Service across Scotland enabling Optometrists to make direct referral into our online referral portal enabling your customers to access ECLO support. Our ECLO's provide a one stop shop, providing emotional and practical support to patients, their family members and carers and making onward referrals to local and national services in accordance to customer need.

Providing you reassurance that any emotional and practical support your customers require can be accessed through a single referral point.

We would welcome referrals from you for anyone who:

- Has any degree of sight loss or is affected by sight loss. They may have a new diagnosis or a sight threatening condition.
- Has been offered or considered for certification as sight impaired (SI) or severely sight impaired (SSI), or who meets the eligibility guidelines. This includes those who are newly certified, those who are unsure, and those whose certification status has changed (for example from SI to SSI).
- Might benefit from emotional support. For example, anyone who appears to be upset or distressed, has not understood or taken in what you have said, or is expressing concerns about their future.

- Might need information about other support available; for example, Sensory Teams, Rehabilitation and Services for Children with Vision Impairment.
- Needs general support and advice about aids or adaptations, mentions practical difficulties when at work or at home, or who has been referred to the Low Vision Service.
- Has sight loss and is at risk of becoming Isolated, are at risk of falling, or who appear to be frail, or below the level needed for driving.
- Our ECLOs give patients the opportunity to discuss their sight diagnosis and access information about the things which are important to them. Our service provides support for children and adults, patients, family members and carers.

If you want to find out more about the service and registering for the portal access, please contact the service manager:

Rosemary Cameron,

ECLO Service Manager,

T: 07885 447 413,

E: rosemary.cameron@rnib.org.uk

For more information on ECLOs in Scotland from the RNIB website click [here](#)

Guidance for when a patient informs you that they want to change their name and/or sex when they choose to live in a changed gender

The patient will make this request through their General Practitioner (GP) service as they control changes to patient details on the Community Health Index (CHI).

The decision on when to change a patient's CHI will be decided following an agreed and managed process of transition often with no expectation for people to undergo gender reassignment before changing part or all their CHI details.

Once the patient informs you that their details on CHI have been amended then you must send us a Patient Detail Amendment form, ophthalmic [OP26](#) before submitting a claim with the patient's new details.

After we have changed our records, the details you enter when carrying out a patient search will match to the amended record in our system.

Special facial characteristics supplement – GOS(S)3 and GOS(S)4 NHS optical vouchers

We have implemented a change to eOphthalmic systems to allow for Special Facial Characteristics (SFC) to be claimed as detailed within [PCA2022\(O\)03](#), this change is with effect from 15/09/2022.

The instruction for claiming SFC on a digital payment claim form, practitioners should select the 'Small glasses' supplement box and for a paper claim form tick the 'Small glasses' supplement box and annotate the form with 'SFC'.

Continuing Professional Development (CPD)

It is anticipated that the next CPD allowance claims process (formerly known as CET) will run from Tuesday 20 September to Wednesday 30 November 2022 inclusive. Full details will be set out in a PCA circular from the Scottish Government which will be issued in due course via NHS Boards, so please ensure you regularly check the email account that your Health Board uses to communicate with you.

Timescales for submission of GOS payment claims and administration forms

GOS Claims for payment

- GOS1 claims must be submitted within 6 months from the completion of the examination,
- GOS3/4 must be submitted with 3 months of provision.

Administration forms sent as an electronic attachment with NHS email

- OPH24 forms must be submitted within 6 months of the payment date.
- OPH25 forms for GOS 1 forms must be submitted within 4 months of the completion date - this allows time to investigate your GOS 1 enquiry and allow you time to submit the claim within the 6 months.
- OPH25 forms for GOS 3 or 4 claims must be submitted on an electronic OPH25 form within 2 months of the completion date.

Reminder that all administration forms must be submitted electronically

All correspondences should be by email and **no** paper forms should be sent to the Meridian Court or Gyle Square, except for HES forms which should be sent to Gyle Square. All administrative forms received by post will be returned.

No ophthalmic work should be sent to Bain Square. Any ophthalmic work sent to Bain Square may not be processed. Please see our [delivery guide](#).

Do you have an NHS email address?

1050 opticians already have NHS email addresses. 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.

E-schedule contacts

We send a monthly email regarding the availability of eSchedule reports and schedule communications to the relevant eSchedule contacts in different practices. If you wish to update or provide an amendment to the eSchedule contacts for your practice to receive these emails, please complete the [eSchedule contact form](#) and send it via email to nss.psd-customer-admin@nhs.scot.