

**November  
2023 edition**



**Focus**

# Welcome to Focus

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## D&O Management profile

Linda Clelland is the operation manager for the Customer Services and Scottish Dental Reference Service (SDRS). Linda provides strategic direction and support to these teams to maintain and improve our current and new practitioner and patient services.

George Anderson is the Customer Services manager for Dental and Ophthalmic - with David and Lorraine the helpdesk officers responding to telephone and emailed enquiries from practitioners and patients, and Zenash and Katie the communication officers for all external Dental and Ophthalmic communications.

We respond to over 1000 emails each month with 99% responded to within the day it is received well within our 2-day response target. We receive an average of 1500 telephone calls each month and can provide answers and information to most callers without the need to triage calls to the relevant teams. Enquiries range in subject across finance, treatment claim administration, patient SDRS appointments, and dental and ophthalmic regulations.

We support the business with targeted responsive communications that may have to be delivered at short notice to communicate a particular issue. We also have the monthly schedule communications and the biannual online magazines, Focus and Mouthpiece, which we publish on the D&O NSS website.

Linda and George provide leadership and support for staff, team planning and development ensuring that we deliver the eDental and eOphthalmic services that support NHS practitioners and patients. They work closely with other PSD managers, management teams and the Business Change Team to implement solutions for new and changing services, to ensure a proactive and professional customer service environment.

Watch our introductory animation for our [Customer Administration](#) and [Customer Service](#) Teams.

## All ophthalmic listed practices must provide GOS eye examinations free of charge

As per the following paragraphs within The National Health Service (General Ophthalmic Services) (Scotland) Regulations 2006:

### ***Application for an eye examination***

*22.— (1) A person who wishes to have an eye examination under general ophthalmic services may make an application to any ophthalmic medical practitioner or optician on the Ophthalmic List for an eye examination.*

### ***Payments***

*13.— (5) Except as provided in the regulations, in the Statement, or in the National Health Service (Charges for Overseas Visitors) (Scotland) Regulations 1989(4), or in sub paragraph (6), a contractor shall not demand or accept or cause to be demanded or accepted from any patient or from other persons the payment of any fee or other remuneration in respect of the provision of general ophthalmic services.*

All practices on the ophthalmic list must provide GOS eye examinations to patients. A contractor shall not demand or accept the payment of any fee or other remuneration in respect of the provision of General Ophthalmic Services.

All practices on the ophthalmic list are requested to review all marketing materials relating to eye examination pricing structure to ensure these clearly state that a free of charge, standard NHS GOS eye examination is **available to all patients** attending the practice and these marketing materials must not cast doubt on the quality of an NHS eye examination.

## Light Therapy as a Novel Treatment for Myopia

Glasgow Caledonian University are recruiting for an exciting new treatment study for children with Myopia, for further details click on the [GCU Myopia information sheet](#).

## Your part in maintaining accurate patient records.

The patient community health index or CHI number is used to link claims to the correct record. These CHI numbers should be used where possible on all claims, and we would encourage you to request CHI numbers from all new patients.

For patients that are twins, please check they have different CHI numbers on their claims. If they are new to your practice, we recommend that you request CHI numbers from the patient or guardian before submitting claims.

**Sending claims for twins without CHI especially for same day treatment increases the chance of inaccurate records.**

We use CHI as part of the process of maintaining the Master record for each ophthalmic patient in Scotland, this makes sure patient treatment histories are linked together.

Each month, your ophthalmic payment schedule report called **Patient information report** contains details of discrepancies with patient details. It shows the master record that we hold and those entered on the claim if different. Common causes are incorrect spelling of names

and various versions of same patient name being submitted on claims, i.e. Benjamin being shortened to Ben increases the chance of inaccurate records.

Where a patient presents and has changed their surname since their last visit, you should submit the claim using their new surname but must also enter their previous surname in the previous surname box on your software. This allows us to amend the patient's master record when the claim comes in.

**If our records are wrong, please provide the correct details using the [OP26 form](#).**

## Payment Claims

Please ensure that all ophthalmic payment claims are submitted to Practitioner Services electronically at: [nss.psdgospayteam@nhs.scot](mailto:nss.psdgospayteam@nhs.scot)

Please **DO NOT** send ophthalmic payment claims by post. Any such claims received by post will be returned.

## Managing user access to eOphthalmic

### Adding payment location number

Existing users that require a new store's payment location number to be added to their account must ask the store staff or store manager to phone or email us to authorise its addition.

Their email must contain the username and a clear request to add the payment location number to the account. The email must also have a signature showing clearly who the requestor is and their place of work.

We cannot accept the requests directly from the account user.

### Removing payment location number

The removal of a location number from a user account can be requested by the user, the store's staff, or store's manager. Again, this can be a telephone call or email containing the username and a clear request to remove the payment location number, the email must have a signature showing clearly who the requestor is and their place of work.

### Requesting new user eOphthalmic account

Request a new user account to gain access to eOphthalmic by completing the relevant forms:

- username and password form
- personal identification number (PIN) form, if required for submitting GOS claims,
- acceptable use policy form

These forms can be found on this [page](#).

## Closing an eOphthalmic account

Contact us with the username and request the account to be closed and details of the reason if it is not the account holder contacting us: [NSS.psdophthalmic@nhs.scot](mailto:NSS.psdophthalmic@nhs.scot)

## Increase in NHS optical voucher values

NHS optical voucher values have increased from 1 June 2023. We have updated the [wall chart](#) to reflect these changes. For further guidance, please review [PCA\(O\)2023\(02\)](#).

## eOphthalmic Unlocks and Password Resets

To unlock your eOphthalmic account and/or reset your password, please contact the Ophthalmic helpdesk at: [nss.psdophthalmic@nhs.scot](mailto:nss.psdophthalmic@nhs.scot) or 0131 275 6200.

Please also ensure that you set up security questions to verify your account. This will allow you to use the self-service to unlock your account and reset passwords if you have forgotten your password.