



Ophthalmic Schedule Communications

June paid July
2024

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

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

July paid August cut-off date: Sunday 11 August 2024 at 5pm

eOphthalmic system downtime

The eOphthalmic system will be unavailable from 13:00 on Monday 22 July 2024. This is due to upgrades being made to the system. Please do not submit any claims during this period. The system will be back up and running on Tuesday 23 July 2024.

Also, you may notice some claims timing out for a short period on Thursday 18 and Wednesday 24 July 2024. This temporary drop in service is due to work being carried out on the system. If a claim fails to go through at the first attempt then please resubmit it.

We apologise for any inconvenience.

Continuing Professional Development (CPD) allowance

Martin Bell, the former Director of Practitioner Services at NHS National Services Scotland, issued a letter to the community optometry sector in December 2023 which acknowledged the issues faced by some optometrists when completing last year's CPD allowance claim form. The letter committed to making improvements in time for this year's claim process, which will be launched later this year and announced via a PCA circular issued by the Scottish Government.

We have taken on board the feedback received and have made a few improvements to the claim process. This will include the introduction of a new CPD allowance claim form hosted on the eOphthalmic system, which will enable you to enter your details directly onto a secure web form and submit them directly to

us. The web form and how you log on to access it will be familiar to those who currently use the eOphthalmic system to submit GOS and/or NHS optical voucher claims. In order to access this web form you **must** therefore have an active eOphthalmic user account.

If you currently submit your GOS and/or NHS optical voucher claims via the eOphthalmic web form you will use the same eOphthalmic log on details to access and submit the new CPD allowance claim form, and therefore no further action is required of you at the current time. If you currently have an account but are unable to log on to the eOphthalmic system (e.g. if you have locked yourself out of your account) please follow the instructions on the [log on page](#) or contact the Ophthalmic Helpdesk via email nss.psdophthalmic@nhs.scot or telephone 0131 275 6200.

If your GOS and NHS optical voucher claims are submitted automatically via your Practice Management System (PMS), you must set up a user account for the eOphthalmic system to be able to access and submit the new CPD allowance claim form. In order that you can access and submit the new CPD allowance claim form when it is launched later this year, we would therefore advise that you complete and submit the relevant application forms now. Further information on how to do this can be found on the NSS website at: [How to set up an eOphthalmic account | National Services Scotland \(nhs.scot\)](#).

Please note that if access to eOphthalmic is required only for CPD, you will need to state this within the email containing the form.

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

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](#)

