



# Ophthalmic Schedule Communications

July paid  
August 2024

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

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

**August paid September cut-off date: Monday 9 September 2024 at 5pm**

## **Continuing Professional Development (CPD) allowance**

As detailed in the June paid July 2024 schedule communications, we will be introducing 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](mailto: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 our [website](#). Please note that if access to eOphthalmic is required only for CPD, you will need to state this within the email containing the form.

## Alert regarding Toner Scam

NHS Counter Fraud Services (CFS) have recently published **an alert** that will be of interest to all primary care contractors. Brushing or toner cartridge scam is an area of risk reported to CFS over the last few years. This is where items that were not ordered or required, are delivered to the contractor. This is then followed up by fake invoices for payments to be made. **The alert** gives some practical advice and guidance on what to do if the contractor receives such an approach.

## SCI Gateway Telephone Line Retiral - NISG Service Desk

On 1 January 2025, the NISG Service desk telephone line for SCI Gateway requests and incidents will be withdrawn from service for incoming calls. The preferred method of raising tickets for SCI Gateway is through the Service Desk portal called Service Now. This is already in operation and can be used now. There is no need to wait until January. It will not take more time to have your issue resolved. In fact, there is an added benefit of up to 10 people picking up your ticket, as opposed to one or two people answering the phone.

There are times when speaking to someone is far easier than protracted written communications. On these occasions one of the analysts will call you on the preferred number that you provide on the ticket details. If you regularly have waiting queues on your practice phone number, please give a phone number that is not subject to queues.

The first time you raise a ticket on the portal you may need to register your personal details e.g., name, contact email, phone number and practice where you work. It is only a few fields and does not take long. After you have registered, your login details and information will be recognised and your personal details will auto populate each time you raise a ticket. You will need an NHS email account to be able to register.

If you do not have an NHS email account, you should apply for one with your local health board. If you do not have an NHS email account, you can still raise tickets via the service desk email address shown below.

To raise a ticket on the service desk portal, click on the link below or copy and paste into a browser window. Select 'Digital and Security' and then pick either 'Report a Problem' or 'Make a Request'. In the first drop down after your personal details, select 'SCI Gateway (Scottish Care Information)'.

Service Now portal - <https://nhsnss.service-now.com/nssexternal>

Please remember to add the web address to your favourites so, that you have no issue getting in touch with us in future.

Email address: [NSS.NISGServiceDesk@nhs.scot](mailto:NSS.NISGServiceDesk@nhs.scot)

For all other Dental enquiries please contact PSD: [NSS.psddental@nhs.scot](mailto:NSS.psddental@nhs.scot)

### **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](mailto: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](#)

