GOS Changes Guidance

Contents

Creating an account and accessing Ophthalmic Webforms 3
Step 1 – Logging in 4
Step 2 – Selecting the Optometry Practice 5
Step 3 – Selecting a Service 6
Step 4 – Creating a GOS Claim 7
Step 5 – Identify Patient and History 8
Patient Matching – Result 1 9
Patient Matching - Result 2 10
GOS Claim Selection 11
Selecting Old Format and the New Format of the webform 12
Patient details (GOS1, GOS3, GOS4, GOS(SS), HES3) 13
GOS1 14
Examination Details 14
Domiciliary Visit 15

Primary Examination 16
Supplementary Examination 17
Prescription 18
Vouchers and Supplements 19
Declaration 20
Claims Summary - Errors – incomplete or incorrect data 21
Claim Total 22
Claim Summary 23
GOS(SS) - GOS Specialist Supplementary 24
PIN Pop-up 25
GOS – Claims review 26
GOS - Claims Review – Create GOS3 27
GOS3 and GOS4 28
Entitlement & Declaration 28
Prescription 29
Suppliers Statement 30
Patient Statement 31
Voucher Values 32

HES 3 33
Patient Details 33
Entitlement & Declaration 34
Prescription 35
Suppliers Statement 36
Patient Statement 37

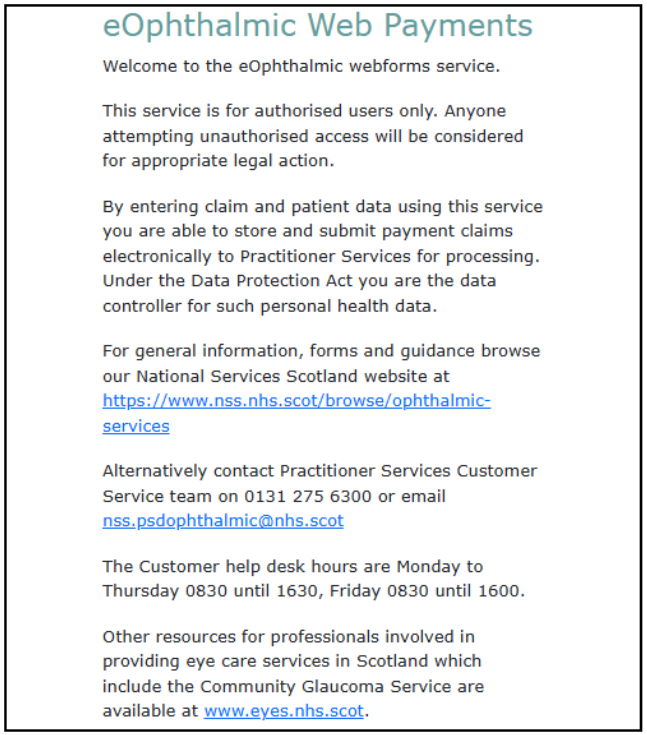
Creating an account and accessing Ophthalmic Webforms

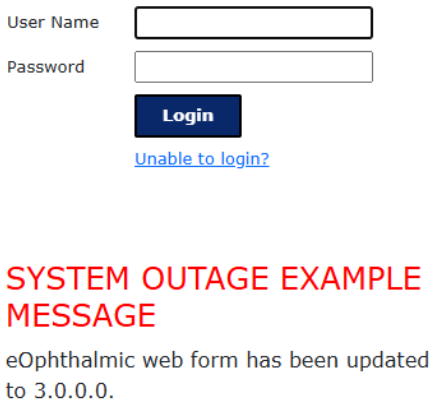
If you do not have an eOphthalmic account yet, you will need to complete a username and password form and send this form to practitioner services. To access the form and further information about this, please visit the following link: https://www.nss.nhs.scot/ophthalmic-services/eophthalmic/how-to-set-up-an-eophthalmic-account/

After an account has been created for you, you will be able to access the eOphthalmic Web Payments page via this link: https://eophthalmics.mhs.scot.nhs.uk/

Please remember that you will need a secure NHS network to access the eOphthalmic Web Payments. Alternatively, you can use an IPSec tunnel. These solutions allow a safe transfer of confidential data.

Step 1 – Logging in



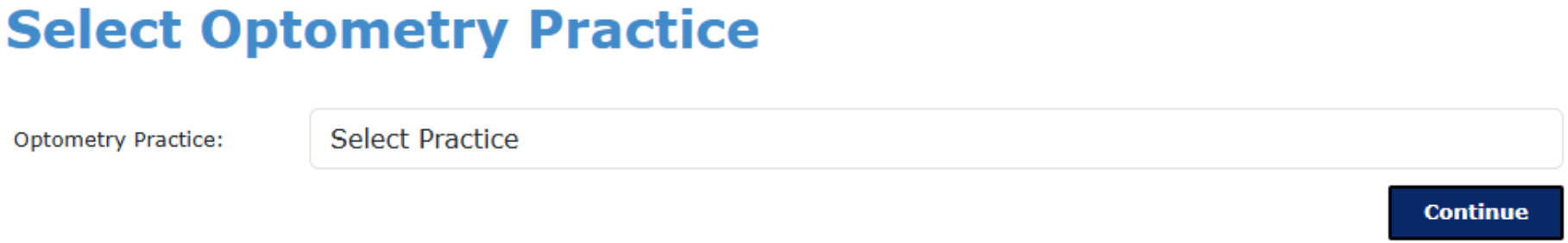


Logging in

You need to log in to eOphthalmic Web Payments using the username and password provided by us.

If you have received a username and password, but do not remember the details or you have been locked out of your account, please contact Practitioner Services: nss.psdophthalmic@nhs.scot or 0345 034 2458

Step 2 – Selecting the Optometry Practice

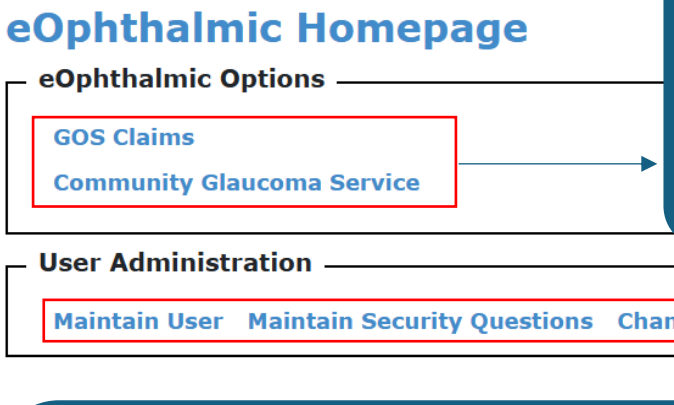


Select Optometry Practice

Once you have logged in, select the practice you wish to submit a claim from. A drop down will appear when you click into the field. If you work in multiple practices they will show in the drop down.

If you do not see your practice on the list, the practice manager or staff will need to contact Practitioner Services on your behalf to have a practice location code added for you:
nss.psdophthalmic@nhs.scot or 0345 034 2458

Step 3 – Selecting a Service



Selecting a Service

The eOphthalmic homepage will then allow you to select either GOS Claims or Community Glaucoma Service (CGS).

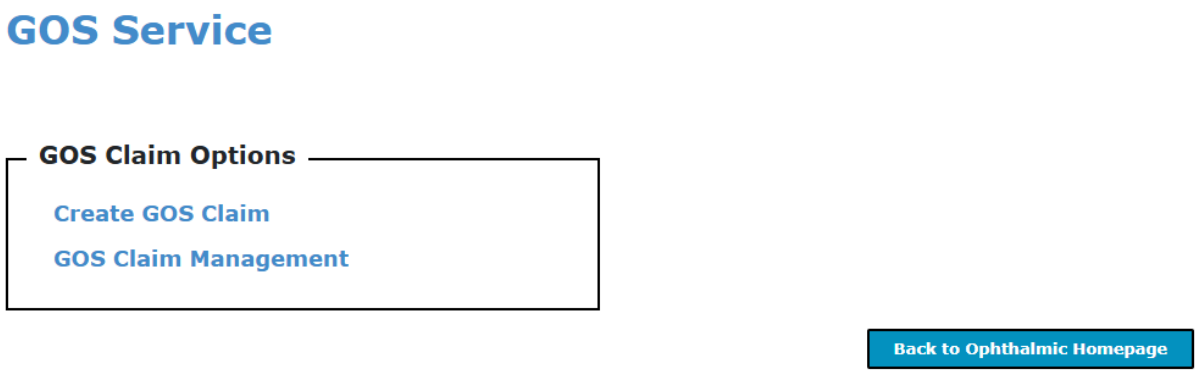
This guidance will cover GOS Claims only. A separate guidance is available via this link: CGS Guidance | National Services Scotland

Administration

This page also provides you with administrative options to manage your account. This includes:

- "Maintain User" which allows you manage your account details.
- "Maintain Security Questions" which allows you to manage the security questions to access your account
- "Change Password" which allows you to choose a new password
- "Change Practice" which allows you to select a different practice if you have selected the wrong practice by accident

Step 4 – Creating a GOS Claim



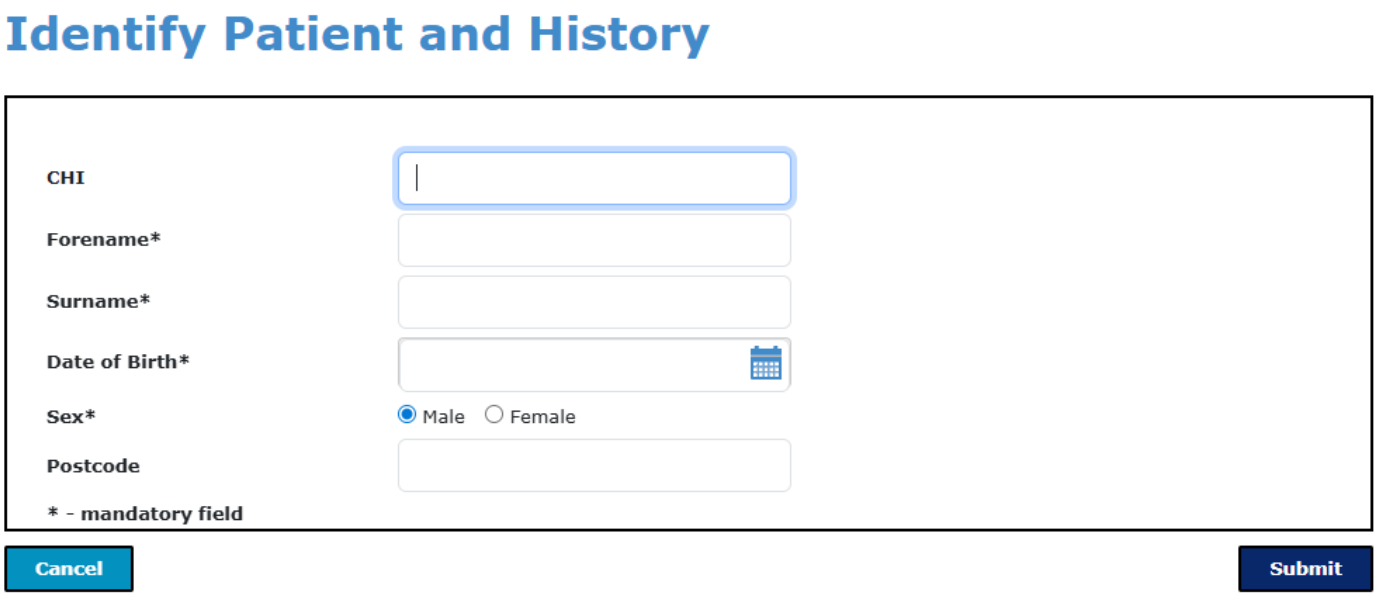
Select a GOS Service

This page will present two options.

The first option is “Create GOS Claim” which will allow you to create a new GOS Claim.

The second option is “GOS Claim Management” which will allow you to manage your existing claims. This option will take you to the “Review Claims” page showing a list of claims that have either been submitted, parked, or failed to submit due to errors. This Review Claims page will be covered further below.

Step 5 – Identify Patient and History

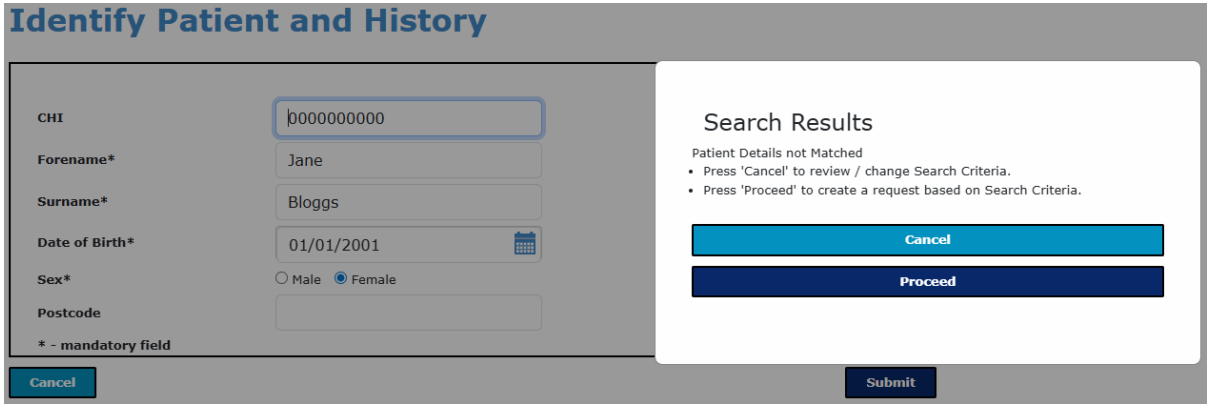


Patient Search

When you select “Create GOS Claim”, you will be prompted to carry out a patient search. All fields marked with an asterisk are mandatory. If you fail to complete a mandatory field, an error message will appear.

Unlike CGS claims, the Community Health Index (CHI) number is not mandatory for GOS claims.

Patient Matching – Result 1

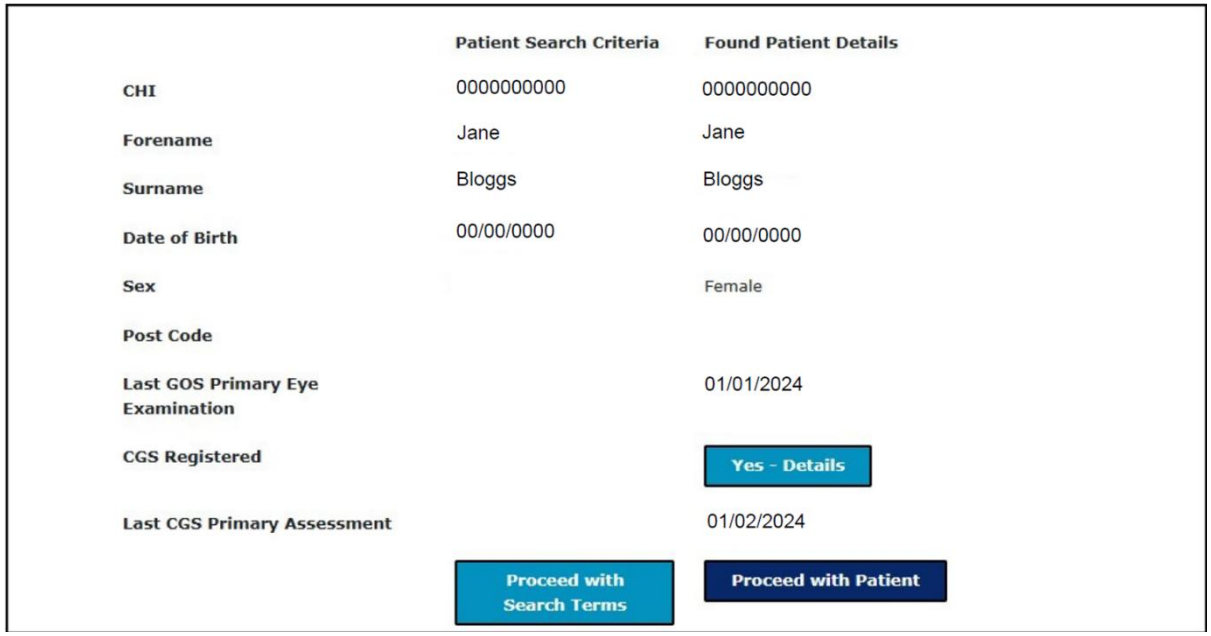


Patient Matching – Result 1

You may receive a result like the image above if the system is unable to match the patient details to an existing patient. This means that the patient has not previously received GOS.

In this case, you can create a new record for the patient when you select “Proceed”.

Patient Matching - Result 2



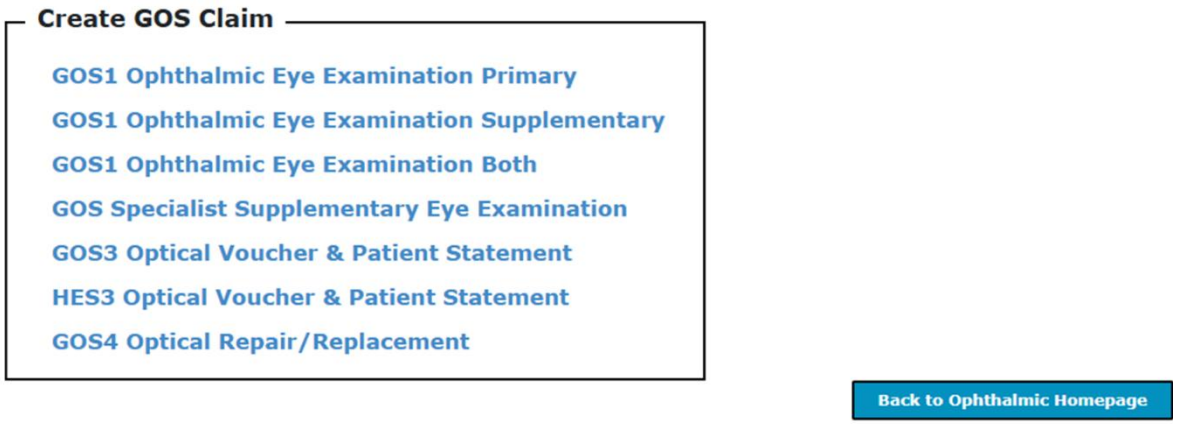
	Patient Search Criteria	Found Patient Details
CHI	0000000000	0000000000
Forename	Jane	Jane
Surname	Bloggs	Bloggs
Date of Birth	00/00/0000	00/00/0000
Sex		Female
Post Code		
Last GOS Primary Eye Examination		01/01/2024
CGS Registered		Yes - Details
Last CGS Primary Assessment		01/02/2024
	Proceed with Search Terms	Proceed with Patient

Patient Matching – Result 2

If there is a patient with details that match what you have entered, you will be presented with this screen. The 'Patient Search Criteria' which are the details you entered, and the 'Found Patient Details' which is what the search has brought back.

If you are satisfied with this match, you can select the dark blue option "Proceed with Patient". If you are not satisfied with this match, you can select "Proceed with Search Terms" which is the light blue option.
You can also click "Yes – Details" if it is a CGS Registered patient and you wish to see the CGS Provider details.

GOS Claim Selection

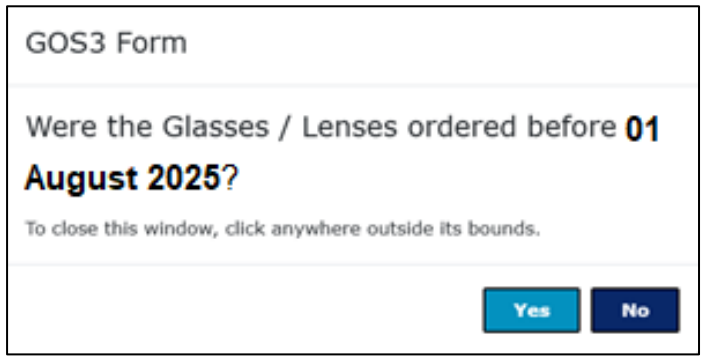


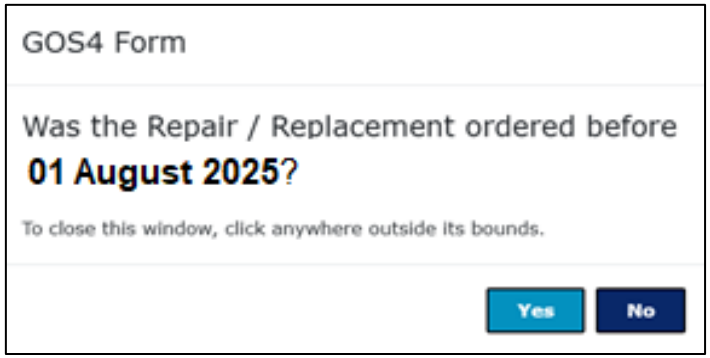
Selecting a GOS Claim

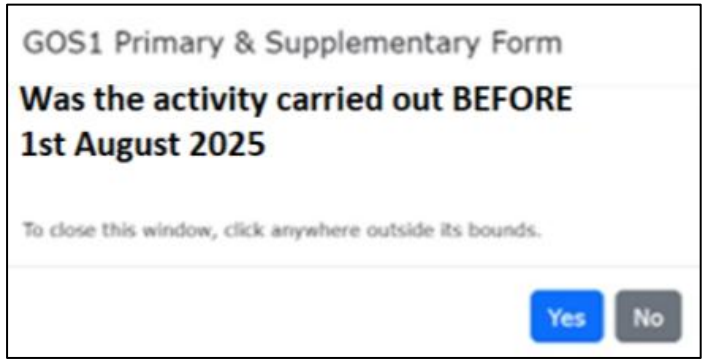
After you have carried out the patient search, you will be presented with a list of GOS Claims and a HES3 Claim to choose from. As you can see “GOS Specialist Supplementary Eye Examination” is now also on the list.

Please remember that you must be a GOS-SS approved IP in order to submit a GOS-SS. This option is available to all users, but please do not select this option unless you are a GOSS-SS approved IP.

Selecting Old Format and the New Format of the webform





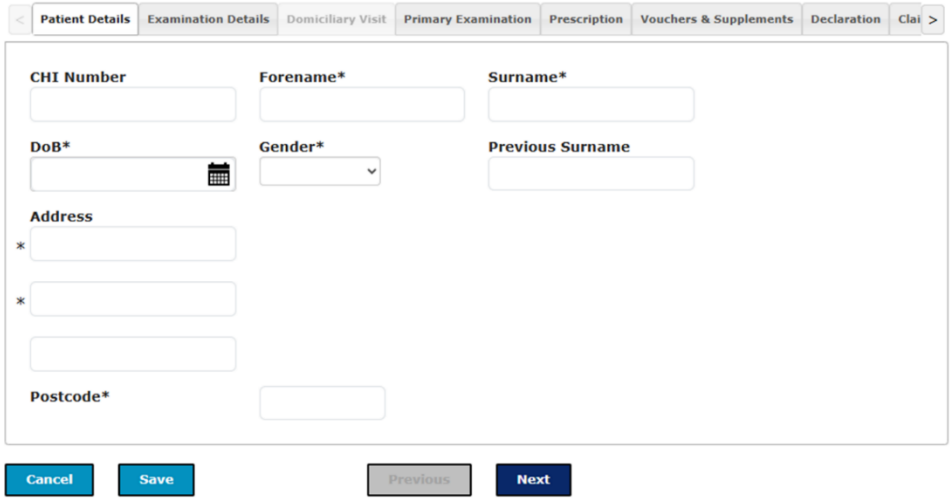


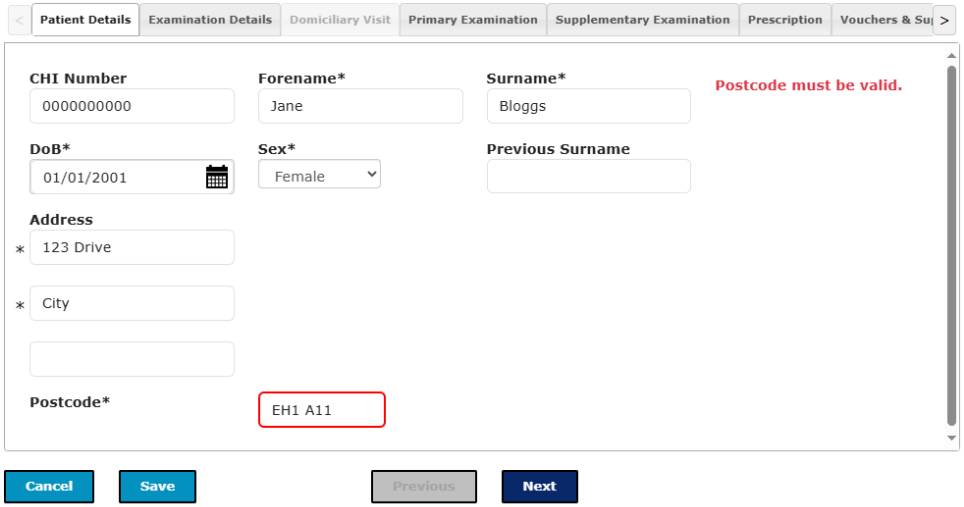
Selecting Old Forms or New Forms

From the 1st of August 2025, if you select GOS1, GOS3 or GOS4, you will receive a pop-up. This is a prompt requesting you to indicate whether the activity was carried out before 1 August 2025. If the activity was carried out before 1 August 2025, please select “YES” which will then take you to the old form.

If the activity was carried out on or after 1 August 2025, please select “NO” which will then take you to the new form.

Patient details (GOS1, GOS3, GOS4, GOS(SS), HES3)





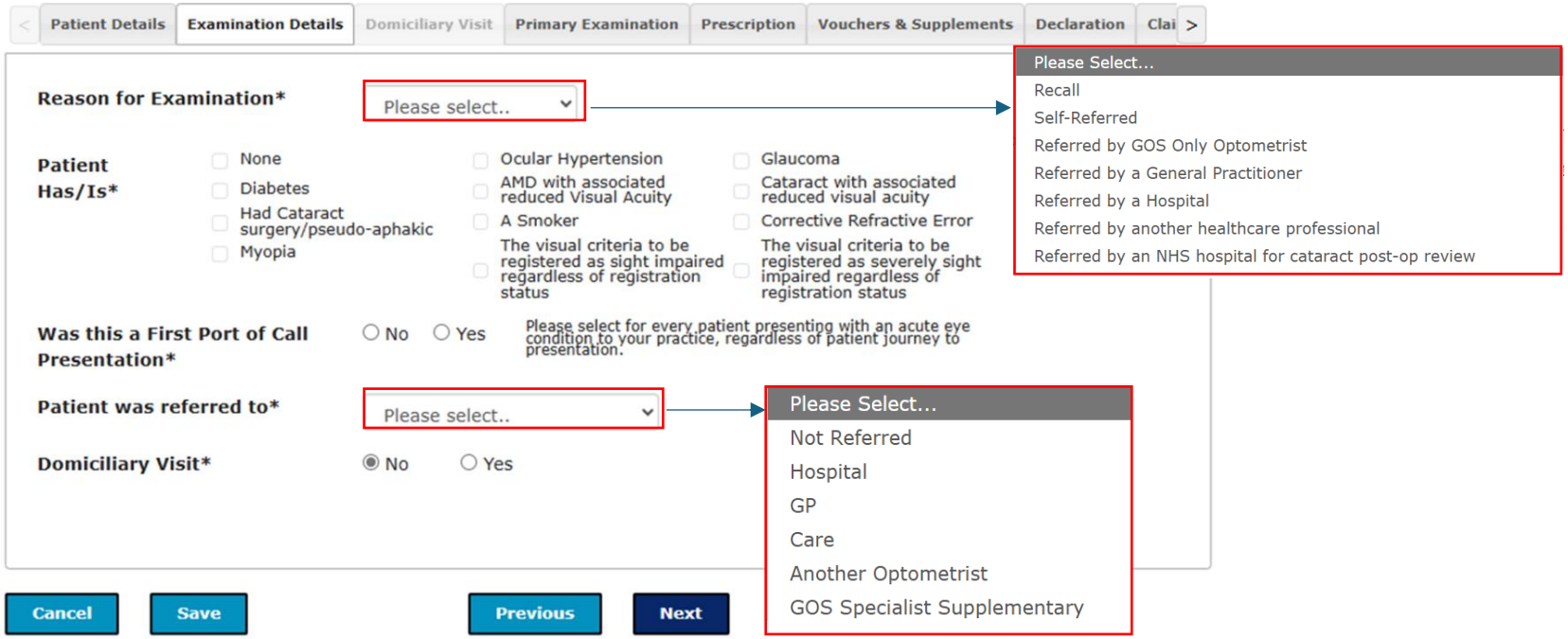
Completing Patient details

When you have selected “No” for GOS1, GOS3, GOS4, or if you have selected GOS(SS) or HES3, you will be presented with a form that looks like the image above.

If you have entered invalid information, you will receive an error message on the right hand side of the screen (see image on the right above).

GOS1

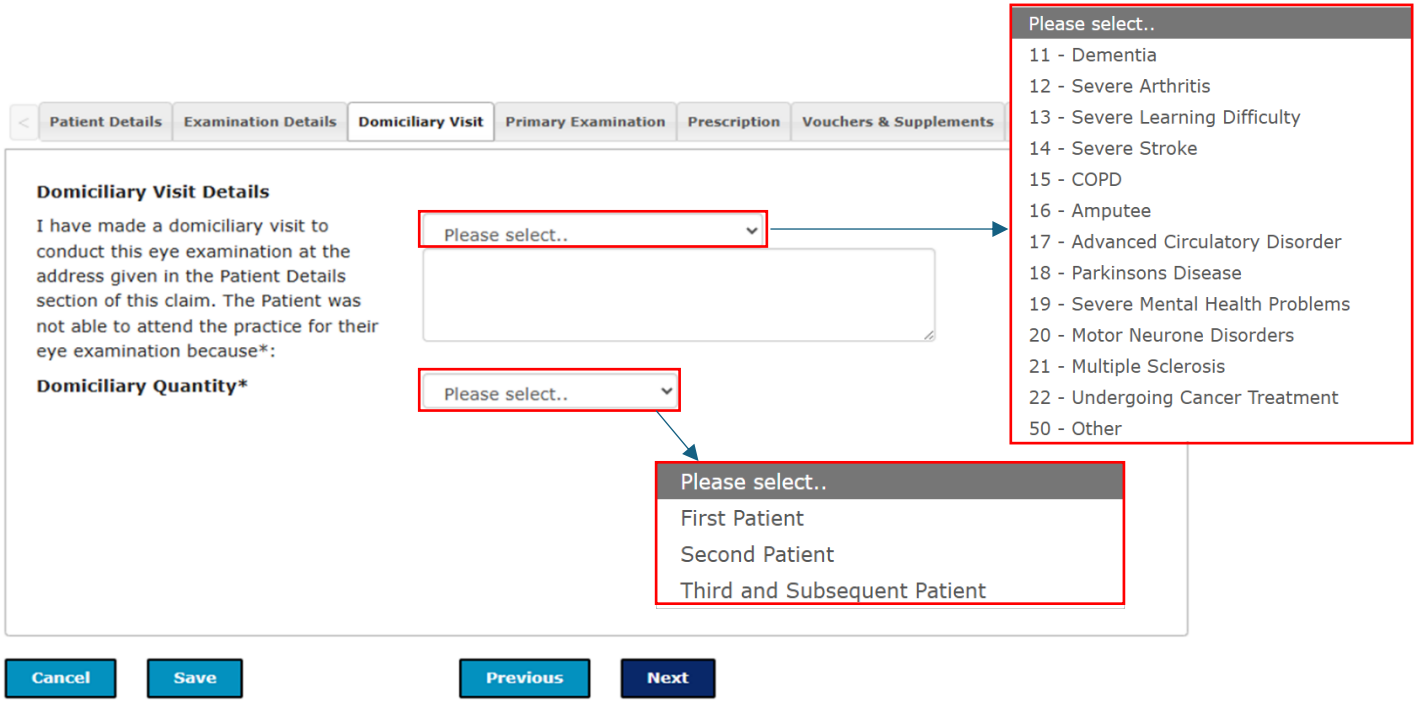
Examination Details



Completing Examination details

On this tab, you will be able to enter the relevant details relating to the Examination. Any field marked with an asterisk (*) is mandatory. The patient conditions have now been revised and there has now also been the addition of the “First Port of Call” option. You can also select “YES” or “NO” for Domiciliary Visit. If you select “No” the following tab will be faded out and skipped. If you select “YES”, you will be able to complete the following tab. See image below.

Domiciliary Visit

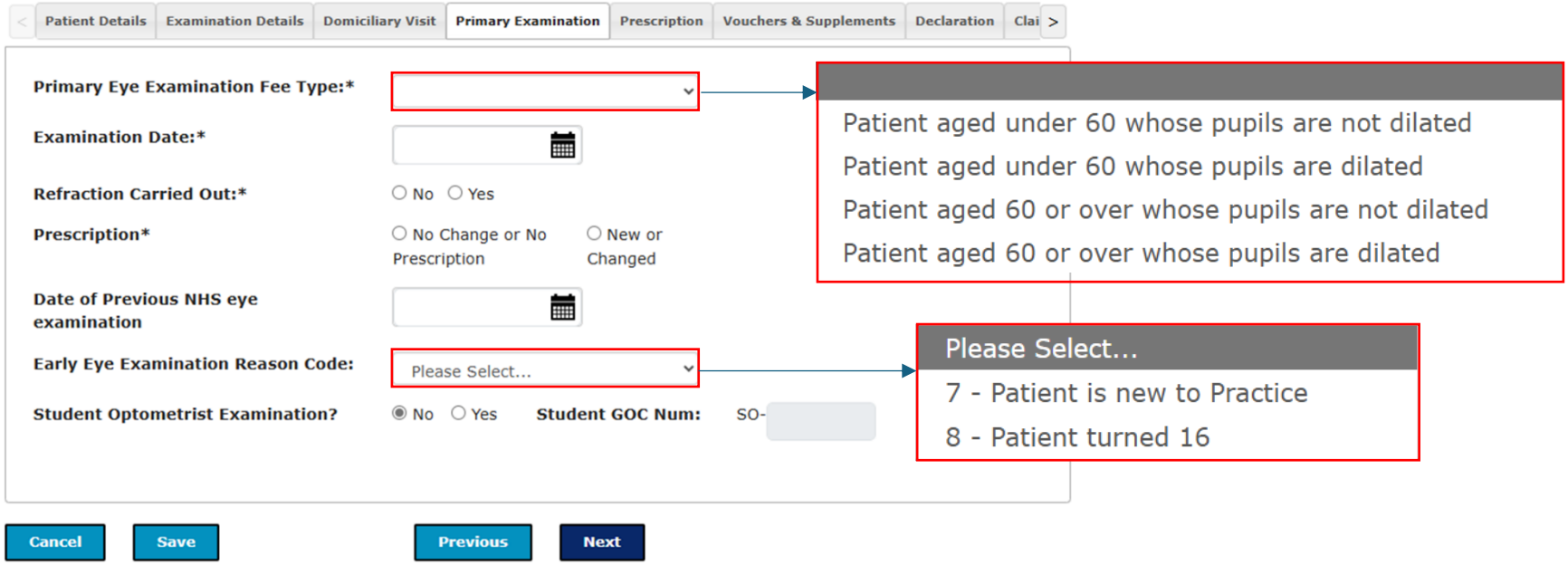


Domiciliary Visit

If you select “YES”, you must complete Domiciliary Visit Details.

If you have selected “Other”, please enter details in this regard in the field directly underneath.

Primary Examination



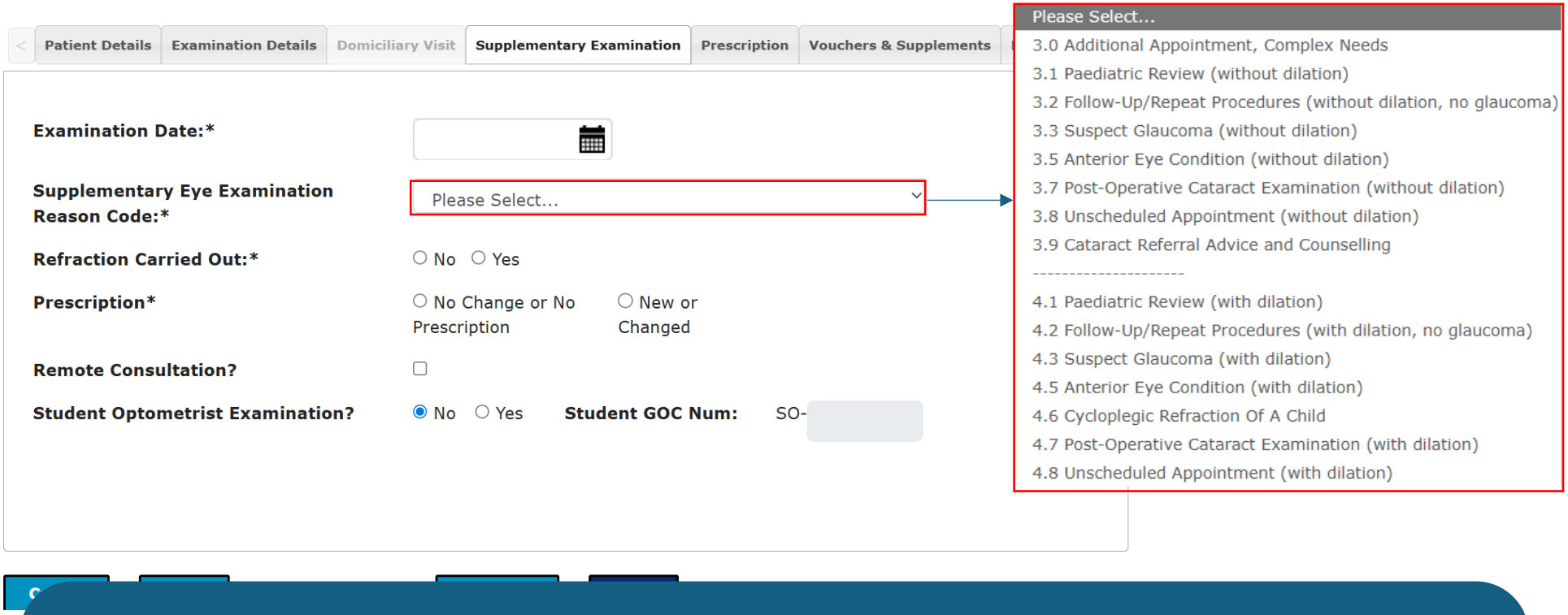
Primary Examination details

On this tab, you will be able to enter the relevant details relating to the Primary. The 'Primary Eye Examination Fee Type' has been revised to include four options based on whether the patient is over 60 and whether their eyes were dilated.

There has also been the addition of 'Student Optometrist Examination'. If you select "YES" for this, you will need to enter the Student GOC Number.

There has been no change to Early Eye Examination Reason Codes: If the patient is new to the practice, please select code 7. And if the patient has turned 16, then please select code 8.

Supplementary Examination



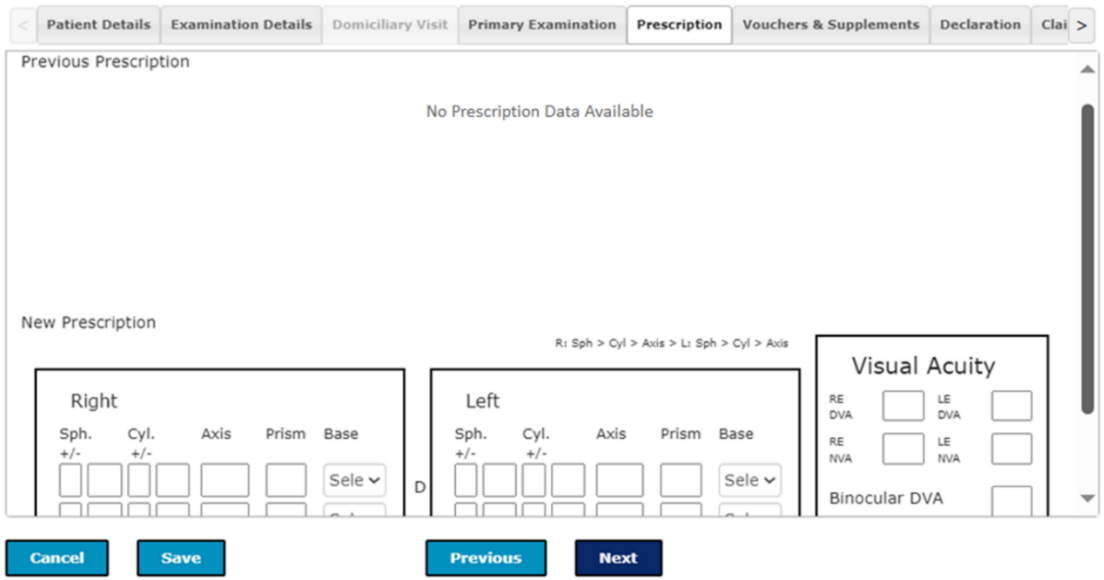
Supplementary Examination details

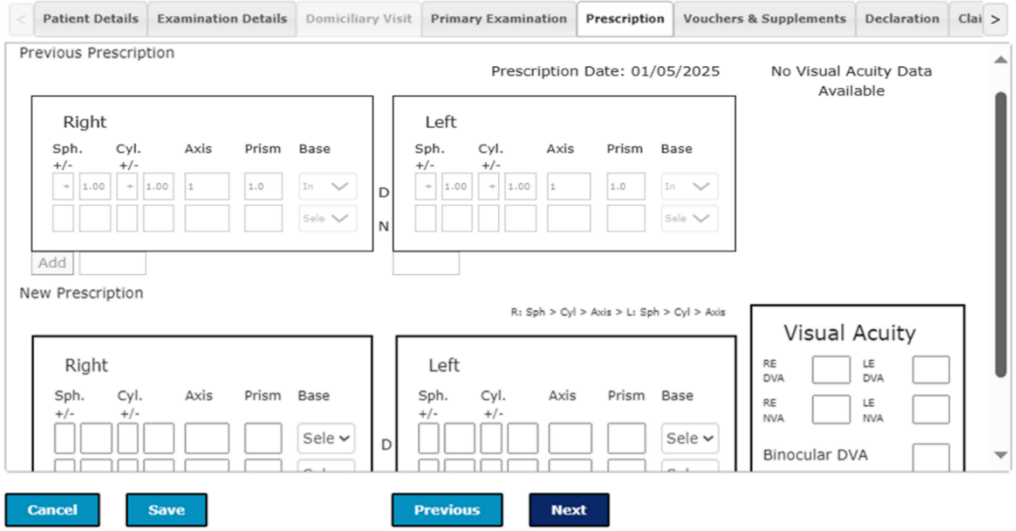
If you are carrying out a Supplementary, then you ‘Supplementary Examination’ Tab will appear after the Domiciliary Visit tab instead of a Primary. The Supplementary Eye Examination Reason Codes have now been revised. Please read the description of the codes to ensure you make the correct selection.

You can now also indicate that this was a remote consultation.

There has also been the addition of ‘Student Optometrist Examination’. If you select “YES” for this, you will need to enter the Student GOC Number.

Prescription





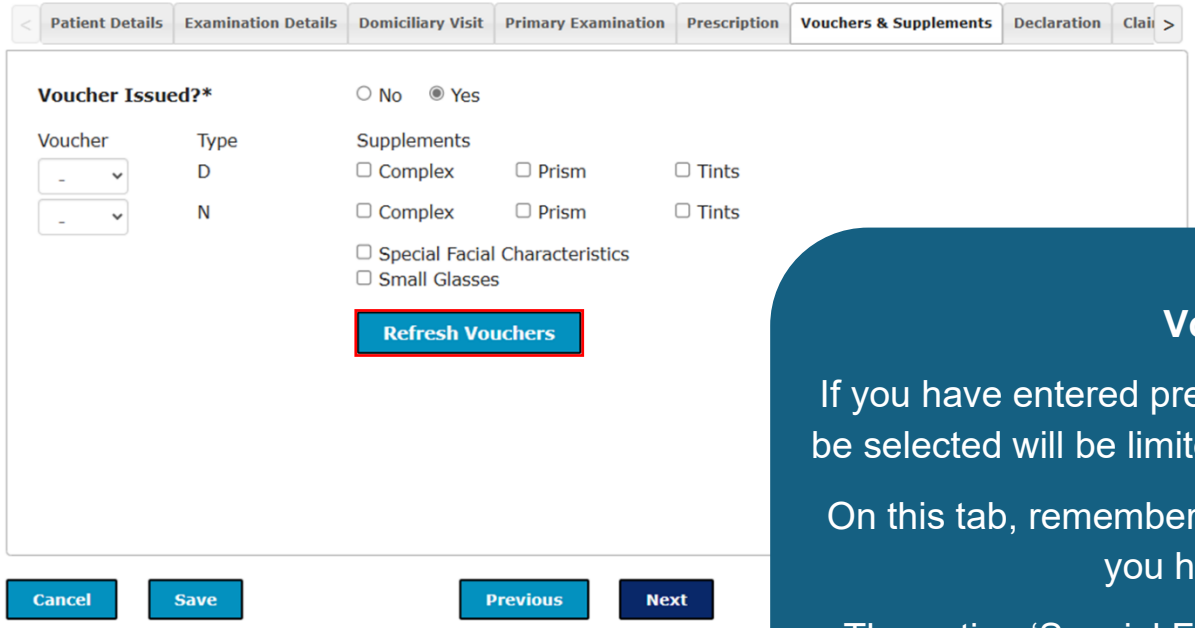
Prescription Information

If we hold any prescription information, then this will be available under the ‘Prescription tab’ as shown on the right. If we do not have any prescription information, the top of the screen will be blank with a message stating “No prescription Data Available”.

You can enter the new prescription information, but this is not mandatory.

However, entering this information is beneficial as it will allow you to make the correct voucher selections on the next tab, and also makes the process for creating a GOS3 much simpler.

Vouchers and Supplements



Vouchers and Supplements

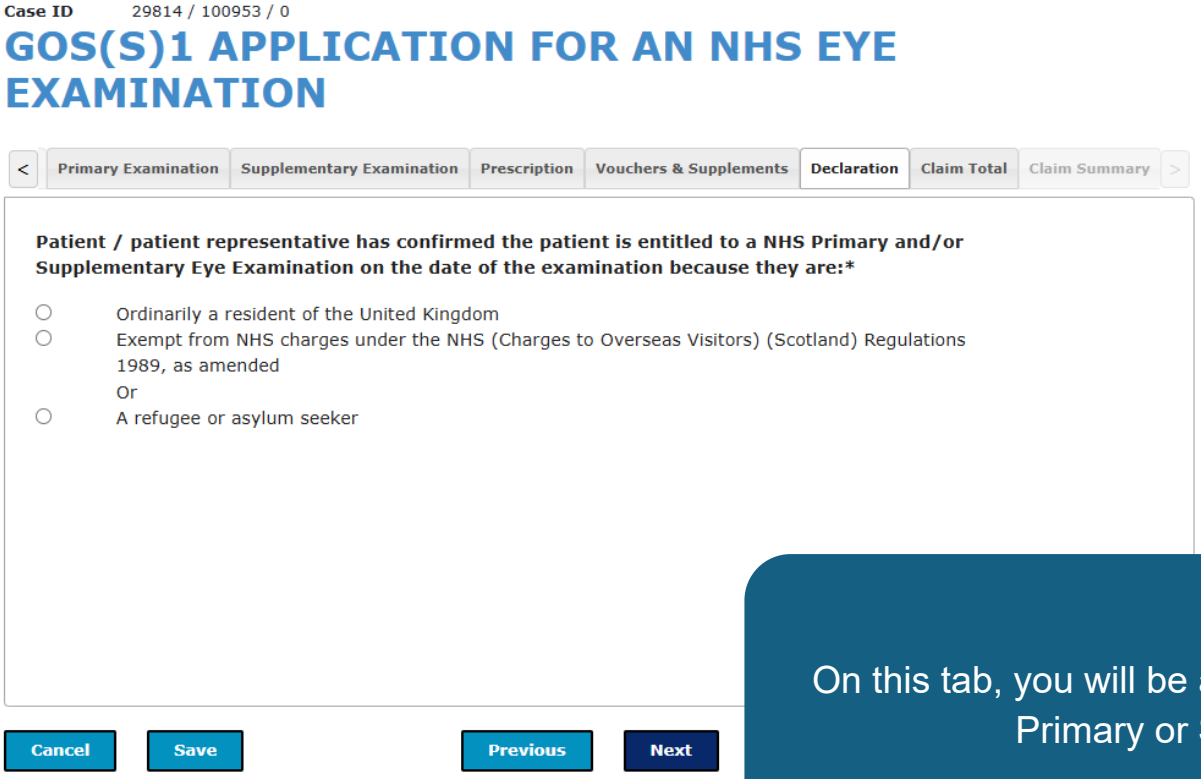
If you have entered prescription information, then the vouchers that can be selected will be limited in order to allow to make the correct selection.

On this tab, remember to always click on ‘Refresh Vouchers’ to ensure you have the most up to date values.

The option ‘Special Facial Characteristics’ has also been added. This has been added to GOS3 and GOS4 forms as well.

The system makes now makes it clear which combinations of selections are not possible. For instance, if you select special facial characteristics, you cannot also select small glasses.

Declaration

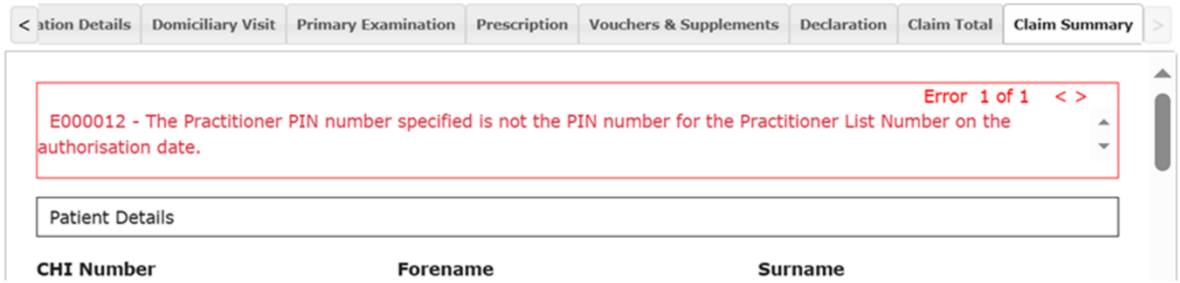


Declaration

On this tab, you will be able to select the patient's entitlement to NHS Primary or Supplementary Eye Examination.

Please note that 'A refugee or asylum seeker' is now on the list of options.

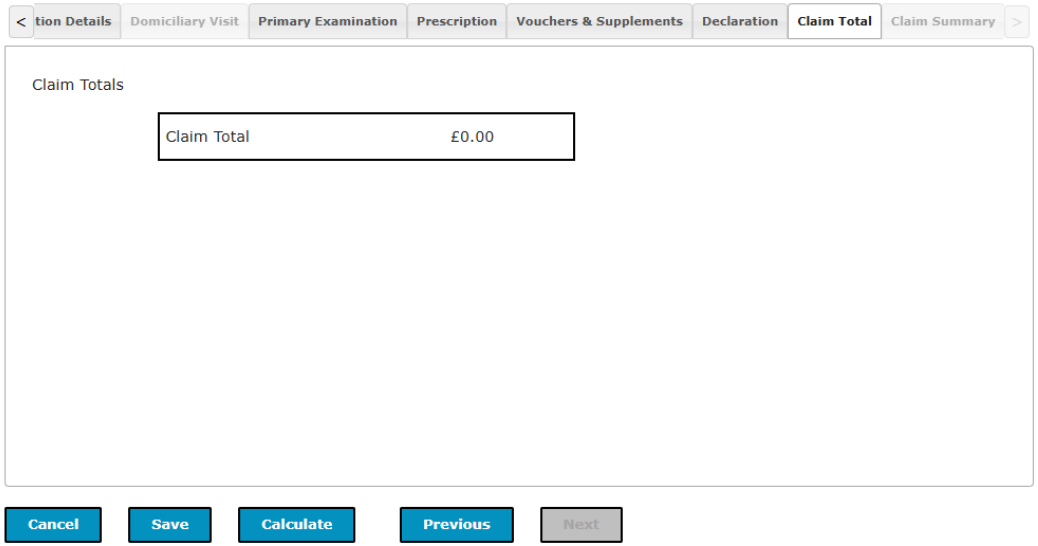
Claims Summary - Errors – incomplete or incorrect data

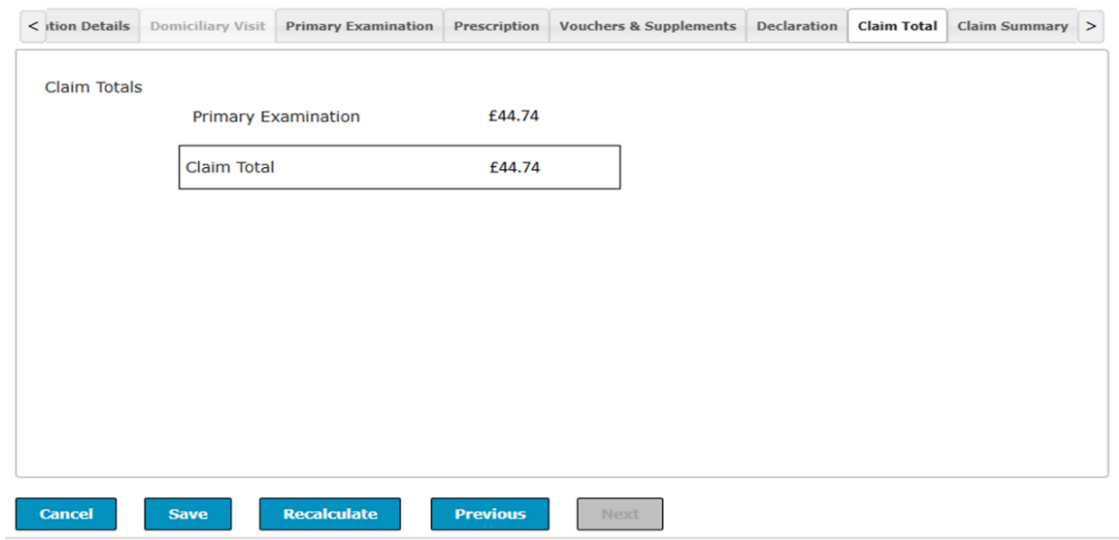


Claim Errors

If you have entered anything incorrectly or have not completed all the mandatory fields, you will receive errors within the claim notifying you of this. Please see an example of this in the image above.

Claim Total





Claim Total

This tab will show you the total value of what you have claimed. Please ensure to click on “Calculate” which will then present the total. If you have gone back into the claim to make changes, please ensure to click “Recalculate”.

Claim Summary

Patient Details

CHI Number -	**Forename** Jane	**Surname** Bloggs
Patient Date of Birth 01/01/2001	**Sex** Female	**Previous Surname** -
Address	123 Drive City -	
Postcode EH12 9EB		

Core Examination Details

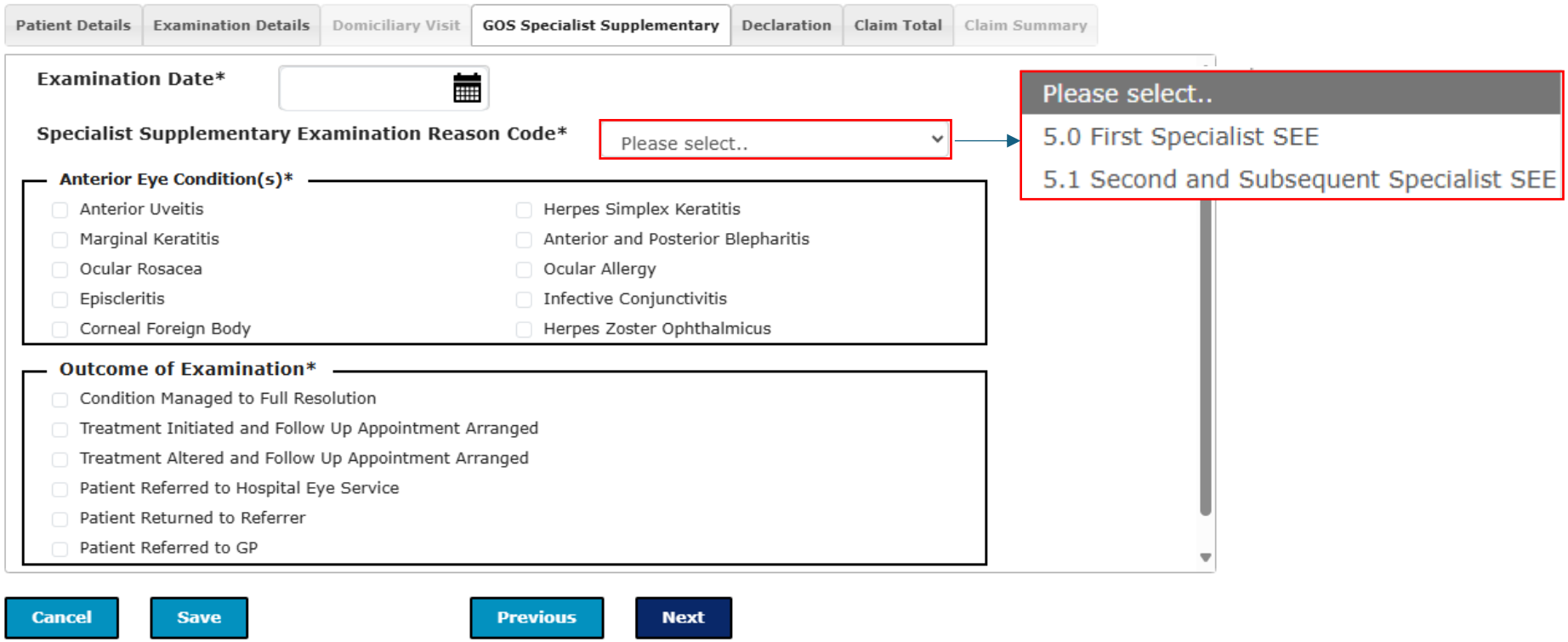
Reason for Examination	Self-Referred	
Patient Has/Is	☑ None	☑ A Smoker
Was this a First Port of Call Presentation	-	
Patient Referred To	-	
Domiciliary Visit	No	

Primary Examination Details

Primary Eye Examination Fee Type:	Patient aged under 60 whose pupils are dilated
Examination Date:	17/07/2025
Refraction Carried Out:	No
Is Prescription Changed?	New or Changed
Date of Previous NHS eye examination	
Early Eye Examination Reason	-

Claims Summary
The Claims Summary tab will provide a full summary of the claim. This will allow you to see all the details on one page.

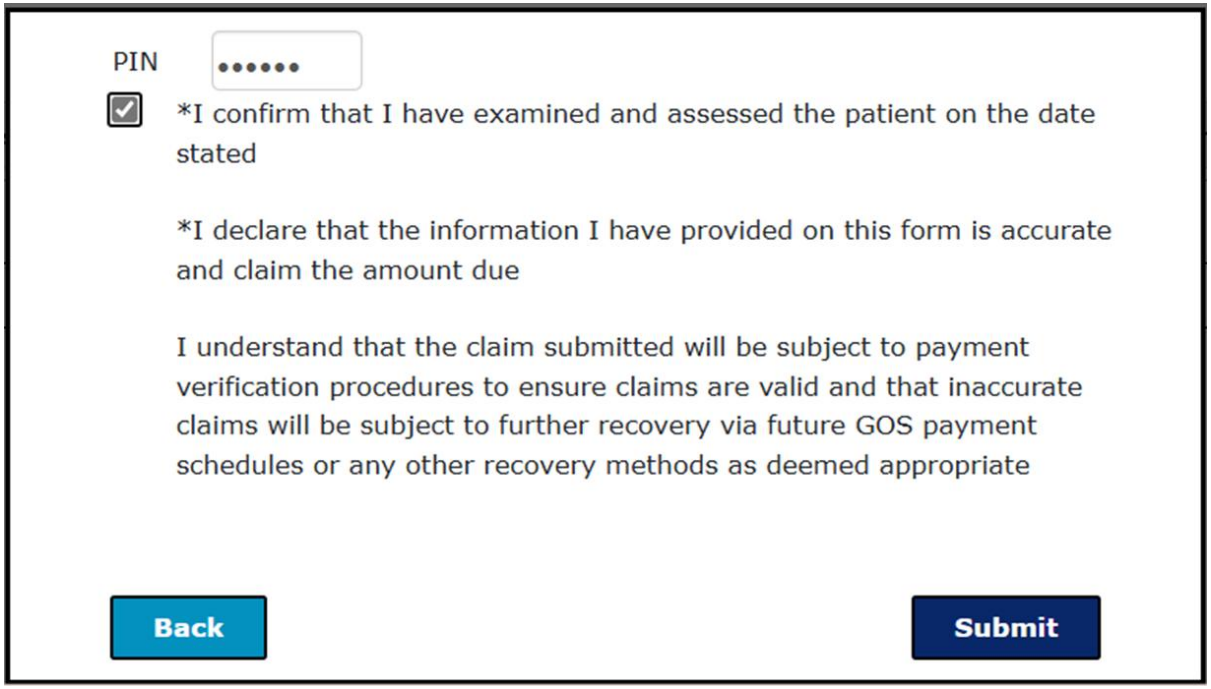
GOS(SS) - GOS Specialist Supplementary



GOS-SS

When completing a GOS-SS, you will enter all the relevant details on this tab, including the reason codes, the conditions (you can select one or more); and the outcome of examination (select only one).

PIN Pop-up



PIN pop-up

When you are ready to submit, you will get a pop-up asking you to enter your PIN.

If you are unsure what your PIN is, please contact Practitioner Services: nss.psdophthalmic@nhs.scot

GOS – Claims review

Review Claims

⇐ Back to Home Page

Web Payments Submissions

Claim created between [ ] and [ ] Claim type [All] Status [Incomplete] [Refresh]

Name	CHI	Date of birth	Created	Exam	Type	Status	Value	Action	Delete
Patient 1		01/01/2010	27/05/2025	01/05/2025	GOS4	Parked	0.00	View	Delete ☐
Patient 2		01/01/2010	27/05/2025	01/11/2024	GOS3	Parked	44.09	View	Delete ☐
Patient 3		01/01/2010	26/05/2025		GOS1	Parked	0.00	View	Delete ☐
Patient 4		01/01/2010	15/05/2025		SGSup	Parked	0.00	View	Delete ☐
Patient 5		01/01/2010	14/05/2025		GOS3	Parked	0.00	View	Delete ☐
Patient 6		01/01/2010	14/05/2025		GOS1	Parked	0.00	View	Delete ☐
Patient 7		01/01/2010	14/05/2025	01/10/2024	GOS1	Submitted (Error)	10.00	View	Delete ☐
Patient 8		01/01/2010	14/05/2025	01/11/2024	GOS4	Parked	49.09	View	Delete ☐
Patient 9		01/01/2010	13/05/2025	01/05/2025	SGSup	Parked	22.00	View	Delete ☐
Patient 10		01/01/2010	13/05/2025	01/05/2025	GOS1	Parked	44.84	View	Delete ☐
Patient 11		01/01/2010	13/05/2025	01/05/2025	GOS1	Parked	33.84	View	Delete ☐

Review Claims

After you have submitted, you will be redirected to the Review Claims page, which shows a list of all the claims you have either submitted or parked.

On the right hand side, you can select multiple claims and bulk delete.

GOS - Claims Review – Create GOS3

Review Claims

⇐ Back to Home Page

Web Payments Submissions

Claim created between and Claim type All Status Submitted (OK) Refresh

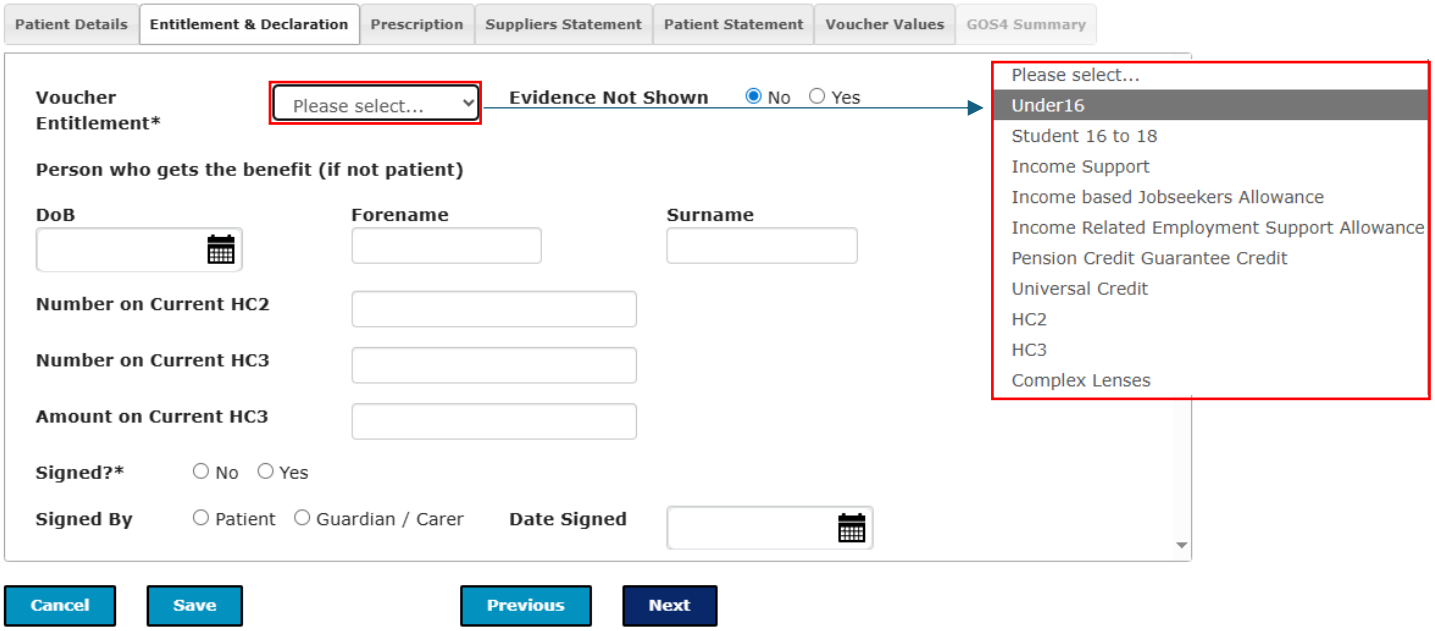
Name	CHI	Date of birth	Created	Exam	Type	Status	Value	Action	Create GOS3	Delete
Patient 1			10/06/2024	30/08/2019	GOS3	Submitted (OK)	14.60	View		Delete
Patient 2			28/09/2020	28/09/2020	GOS1	Submitted (OK)	37.00	View	GOS3	Delete
Patient 3			24/09/2020	24/09/2020	GOS4	Submitted (OK)	116.40	View		Delete
Patient 4			22/06/2022	01/05/2022	GOS1	Submitted (OK)	25.24	View	GOS3	Delete
Patient 5			30/10/2024	01/10/2024	GOS1	Submitted (OK)	38.11	View	GOS3	Delete
Patient 6			30/10/2024	01/10/2024	GOS3	Submitted (OK)	39.10	View		Delete
Patient 7			26/06/2024	22/02/2020	GOS3	Submitted (OK)	14.60	View		Delete
Patient 8			12/05/2025	01/05/2025	GOS1	Submitted (OK)	96.71	View	GOS3	Delete
Patient 9			06/09/2022	01/06/2022	GOS1	Submitted (OK)	25.24	View	GOS3	Delete

Review Claims – Create GOS3

You can filter the status of claims by “Submitted OK” which will then show you results of all the claims submitted successfully. This creates an additional column called “Create GOS3” which will allow you to create a GOS3 for GOS1s that have been submitted successfully.

GOS3 and GOS4

Entitlement & Declaration



Entitlement and Declaration

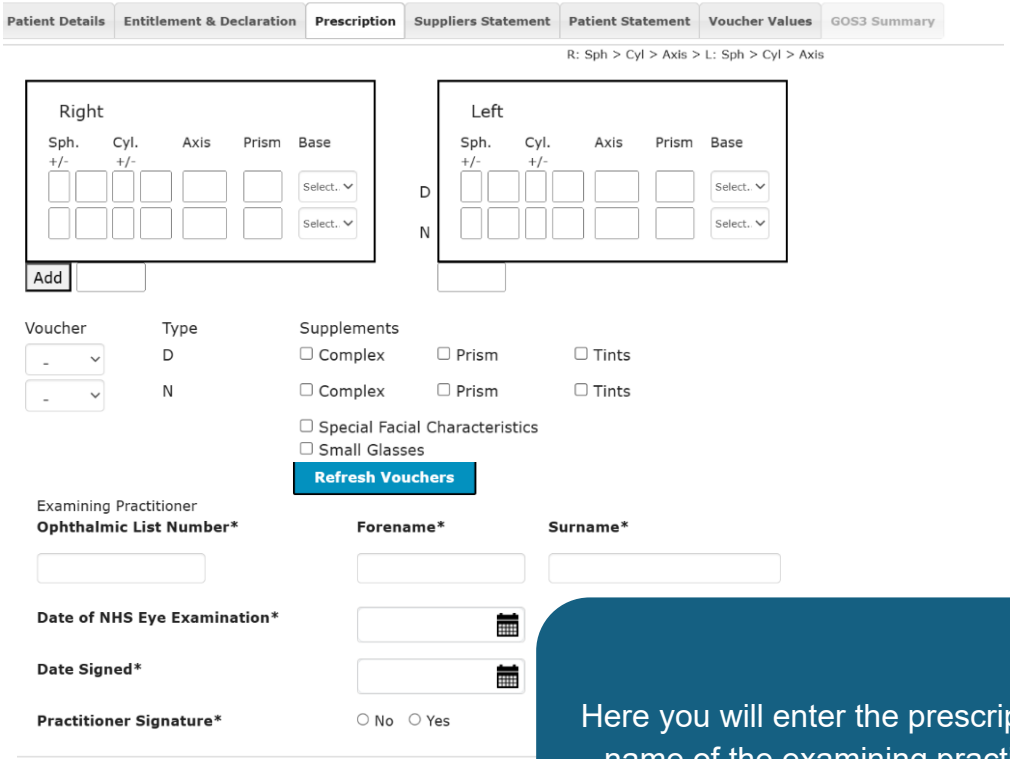
This tab on both GOS3 and GOS4 will have all the information relating to a patient's voucher entitlement.

The layout for this guidance is based on screenshots from a test environment, and there may be cosmetic differences when viewing the web form.

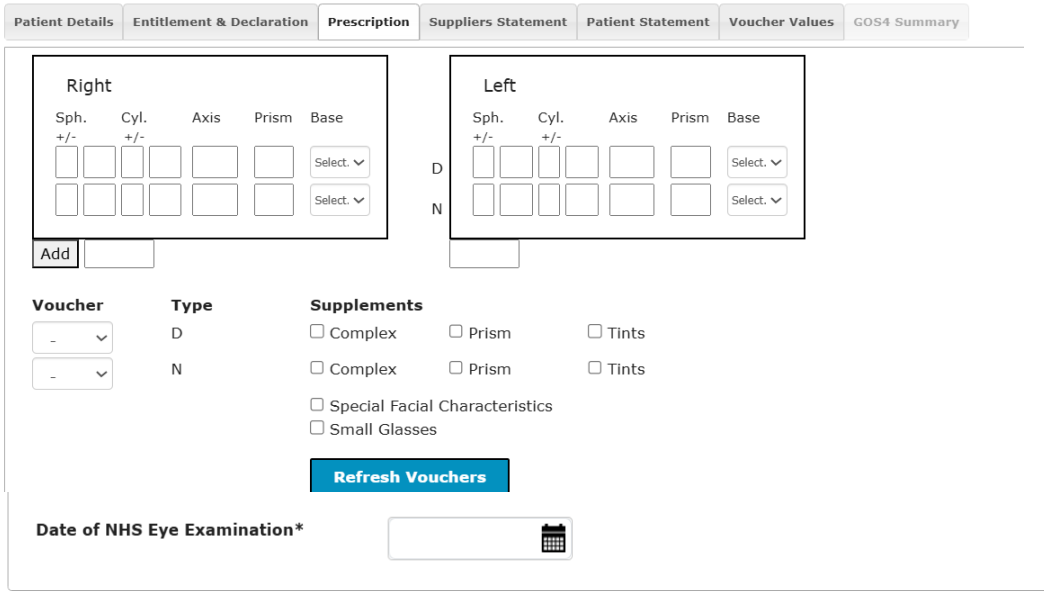
NHS National Services Scotland

Prescription

GOS(S)3 NHS OPTICAL VOUCHER AND PATIENT'S STATEMENT



GOS(S)4 NHS OPTICAL REPAIR/REPLACEMENT VOUCHER APPLICATION FORM



Prescription

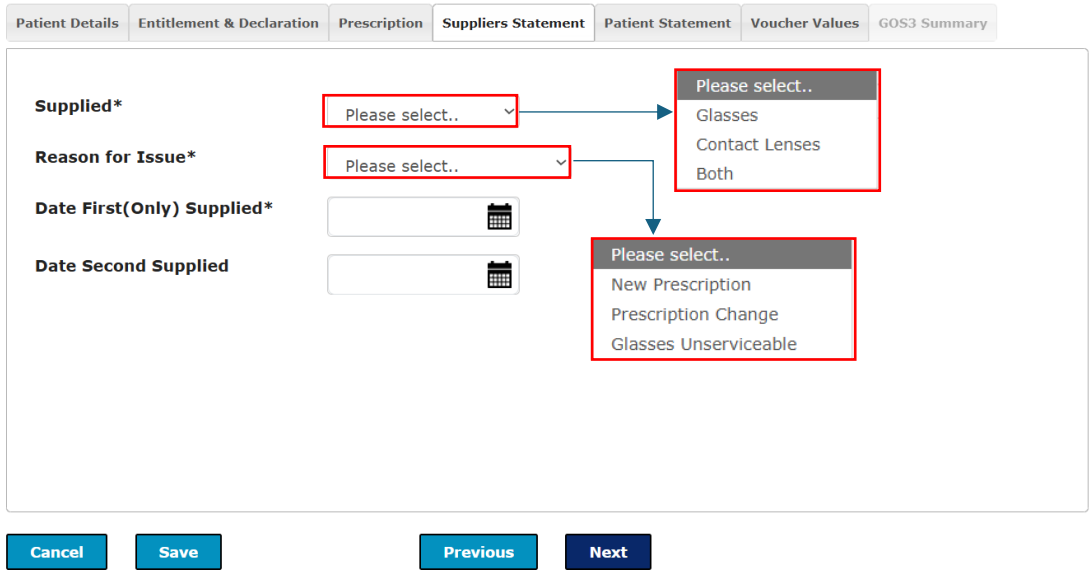
Here you will enter the prescription information and relevant details such as list number and name of the examining practitioner. Please click on ‘Refresh Vouchers’ to show possible voucher values based on the prescription.

The system makes now makes it clear which combinations of selections are not possible. For instance, if you select ‘Special facial characteristics’, you cannot also select ‘small glasses’.

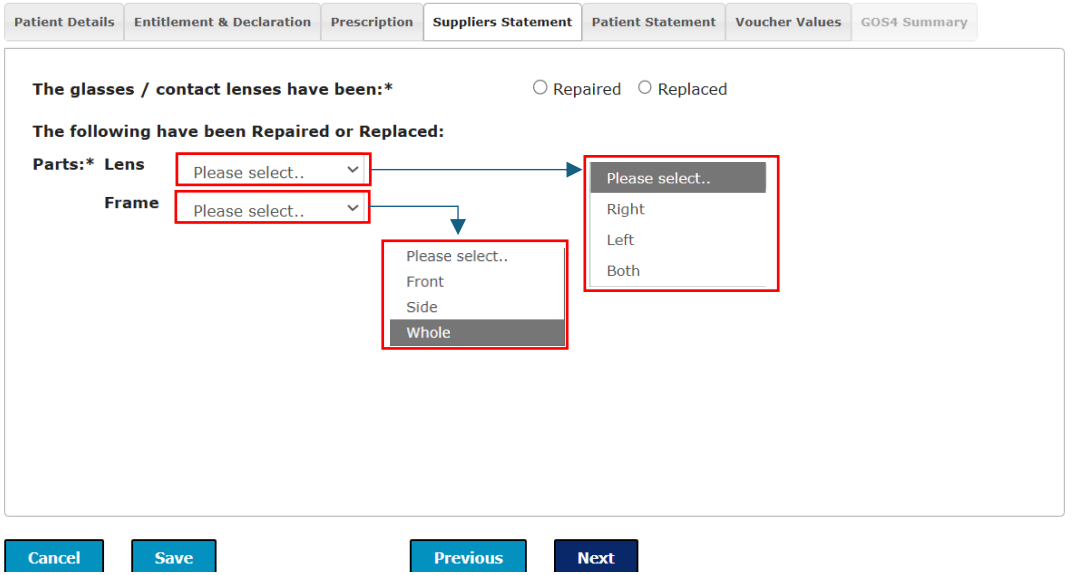
The layout for this guidance is based on screenshots from a test environment, and there may be cosmetic differences when viewing the web form.

Suppliers Statement

GOS(S)3 NHS OPTICAL VOUCHER AND PATIENT'S STATEMENT



GOS(S)4 NHS OPTICAL REPAIR/REPLACEMENT VOUCHER APPLICATION FORM



Supplier's statement

On this tab, the Supplier will select what was supplied and the reason for issue on a GOS3. They will also enter the date first supplied (this may be the only date).

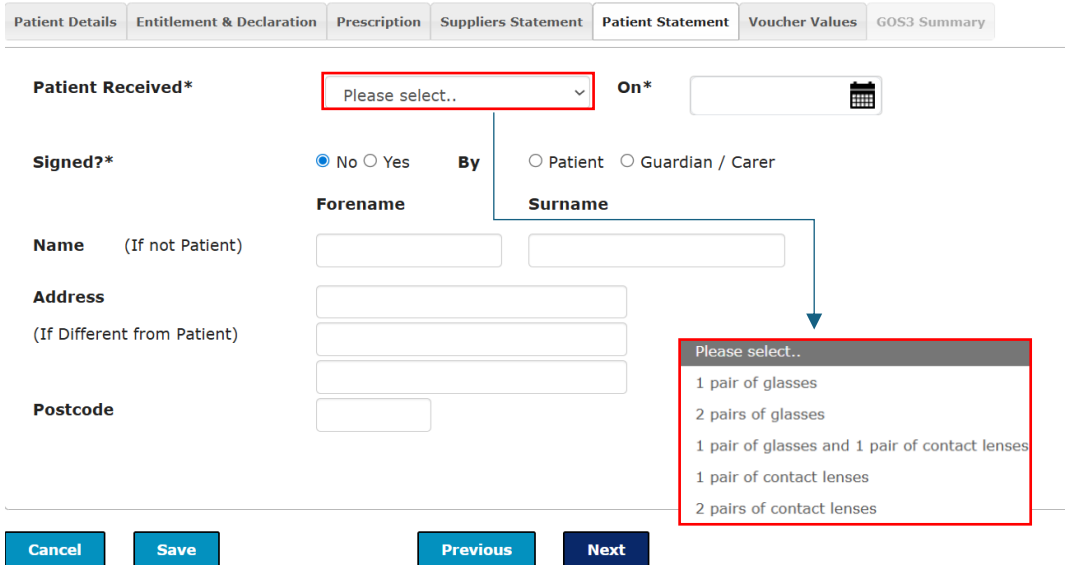
On a GOS4, the Supplier will indicate whether appliances have been repaired or replaced, and what parts were repaired or replaced.

The layout for this guidance is based on screenshots from a test environment, and there may be cosmetic differences when viewing the web form.

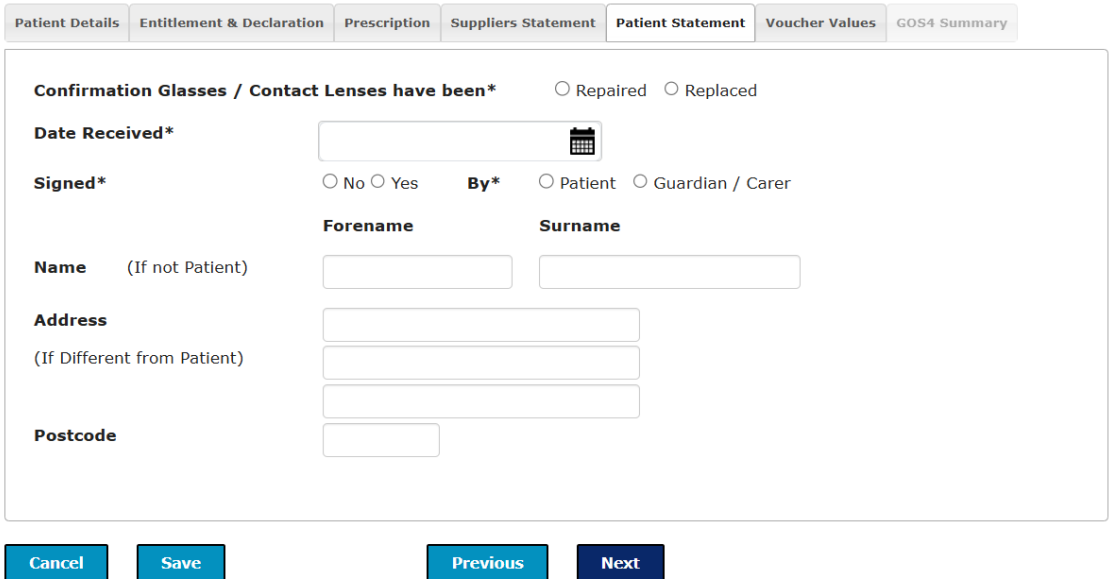
NHS National Services Scotland

Patient Statement

GOS(S)3 NHS OPTICAL VOUCHER AND PATIENT'S STATEMENT



GOS(S)4 NHS OPTICAL REPAIR/REPLACEMENT VOUCHER APPLICATION FORM



Patient Statement

On a GOS 3, this tab will allow you to select what the patient received.

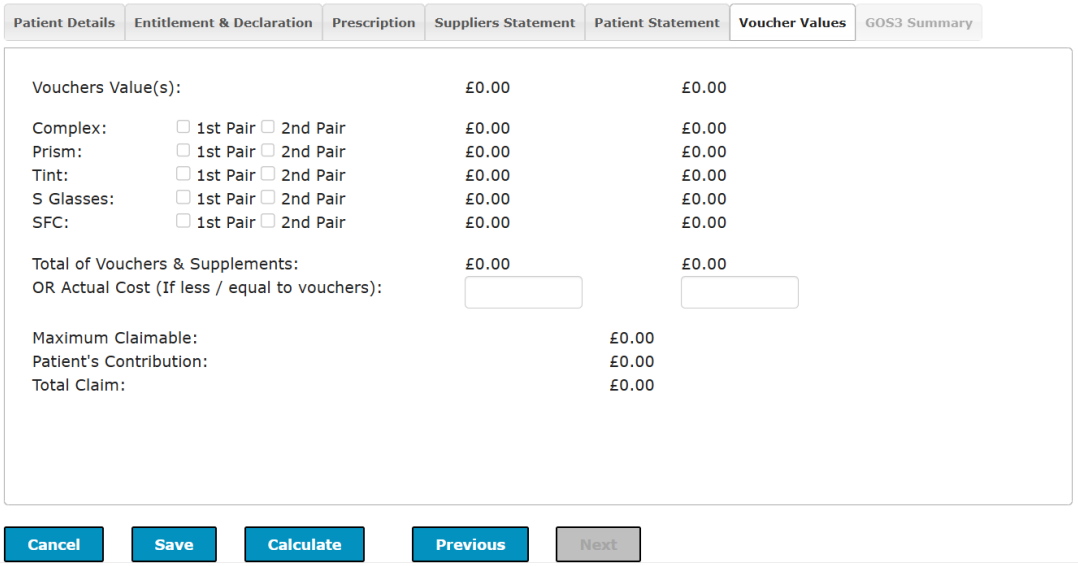
On a GOS4, you can select whether the appliances were replaced or repaired.

For both forms, you will need to complete the patient signature details.

A signature by the patient or Guardian/Carer is required.

Voucher Values

GOS(S)3 NHS OPTICAL VOUCHER AND PATIENT'S STATEMENT



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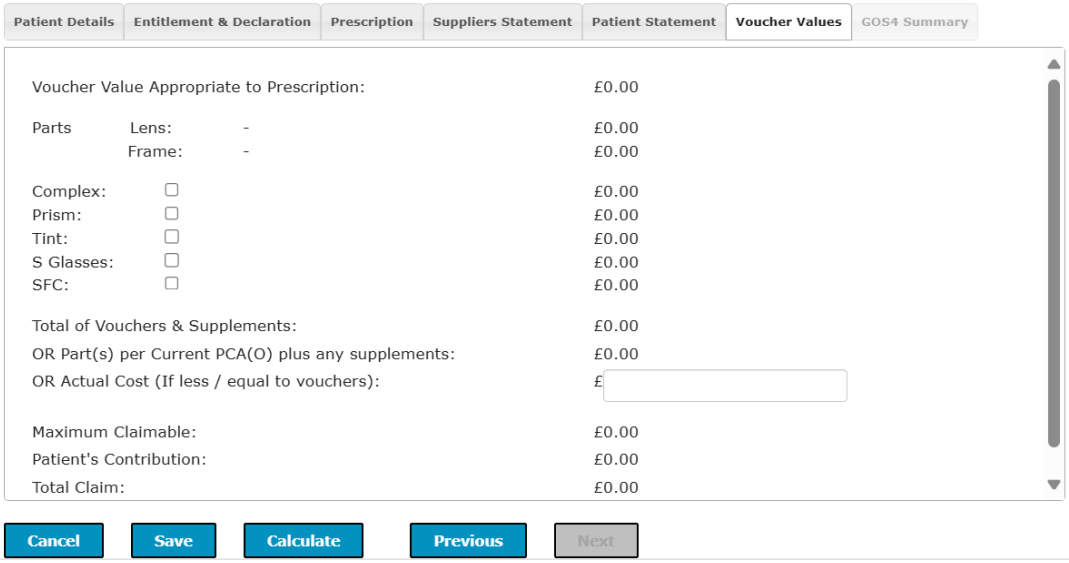


Voucher Values

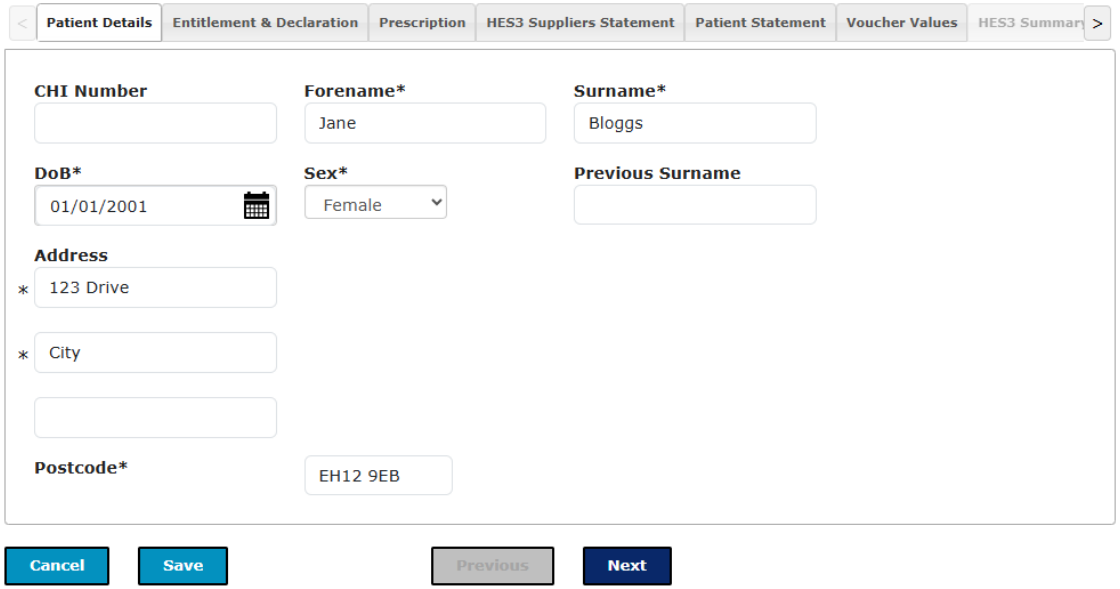
On this tab, you will be able to make voucher selections (S Glasses = Small Glasses; SFC = Special Facial Characteristics).

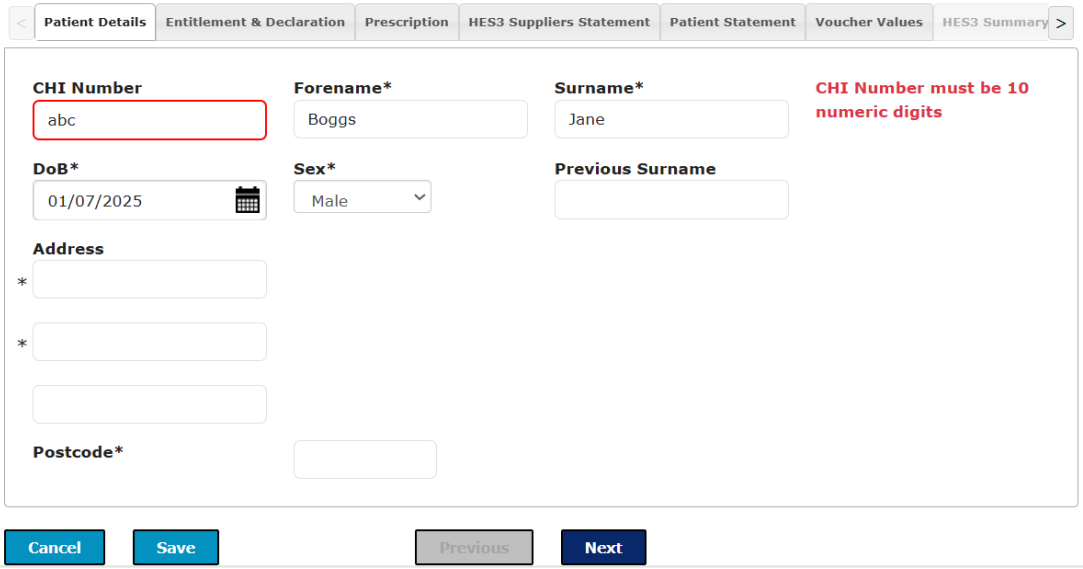
Some options may be greyed out or unavailable, depending on the details you have entered previously.

The layout for this guidance is based on screenshots from a test environment, and there may be cosmetic differences when viewing the web form.

HES 3

Patient Details



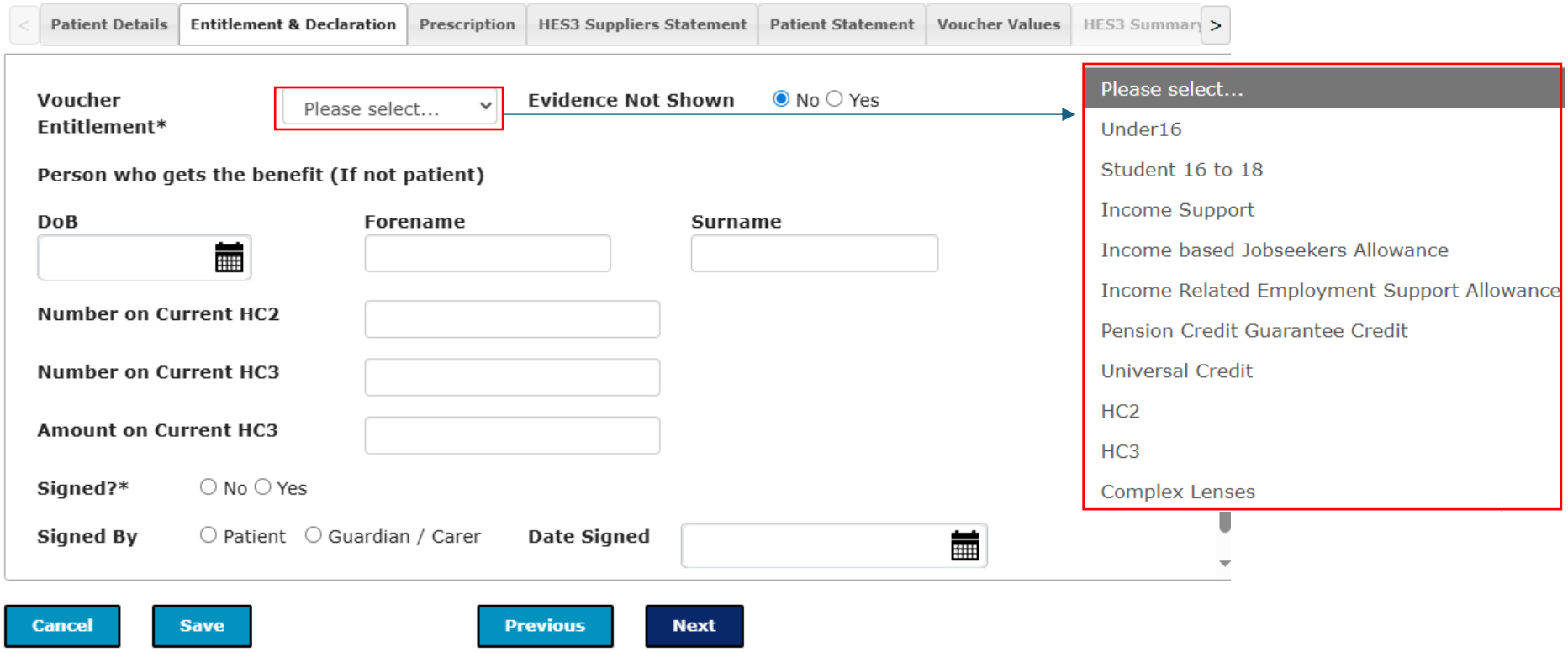


Patient Details

You will complete the Patient Details on a HES3 the way you would for a GOS1, GOS3, GOS4 and GOS(SS).

Any invalid data will be flagged with an error message.

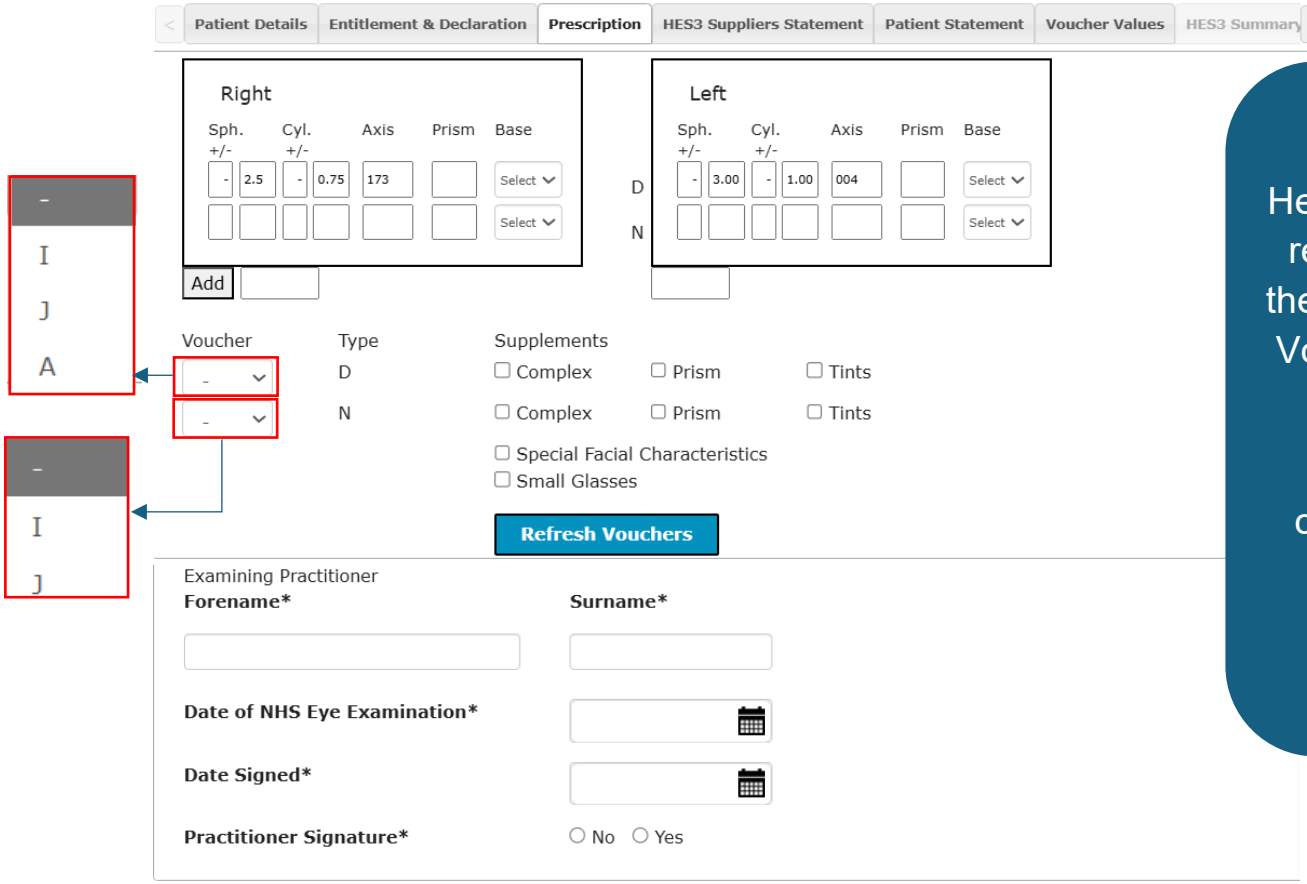
Entitlement & Declaration



Entitlement and Declaration

This tab on both GOS3 and GOS4 will have all the information relating to a patient's voucher entitlement.

Prescription



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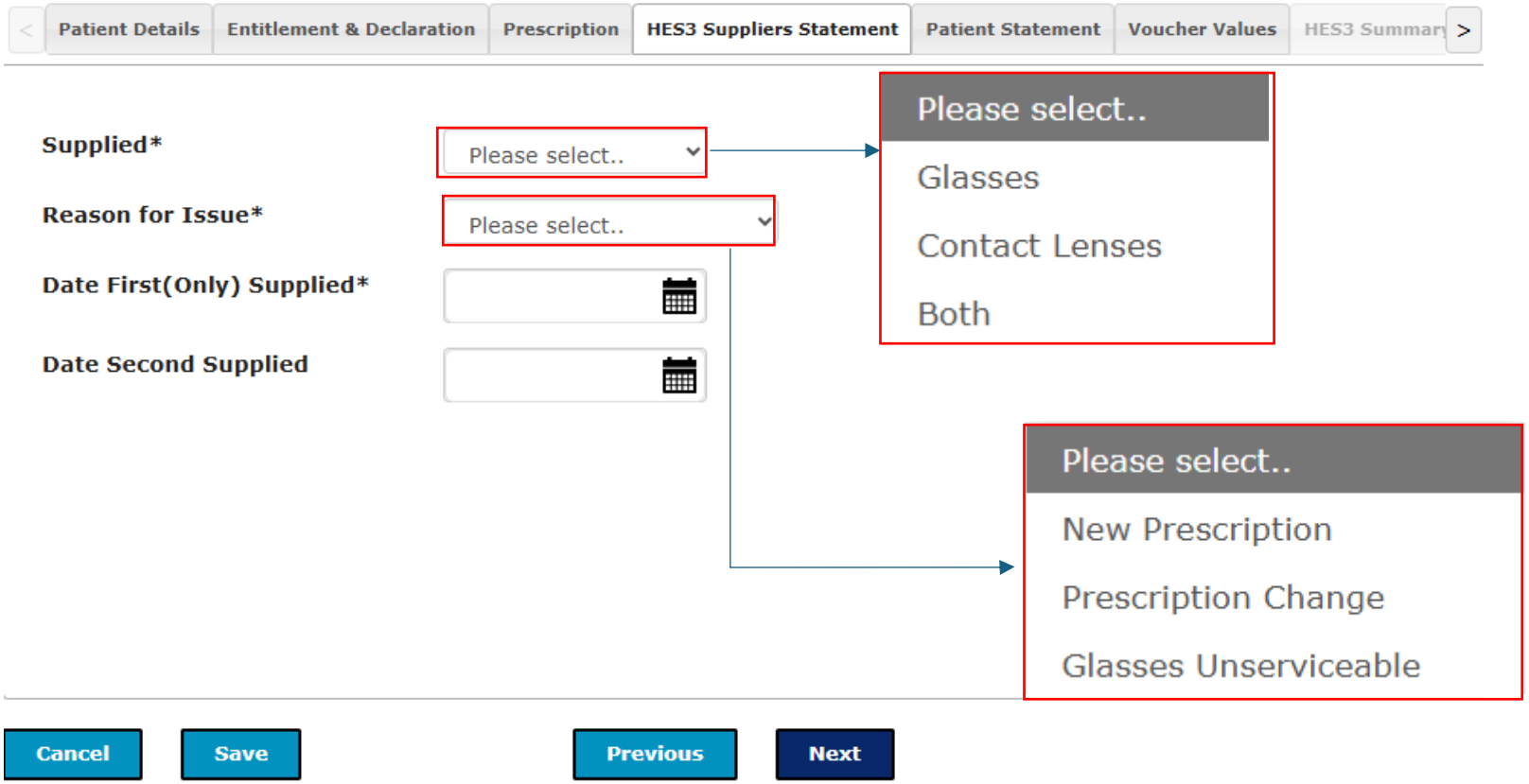
Suppliers Statement



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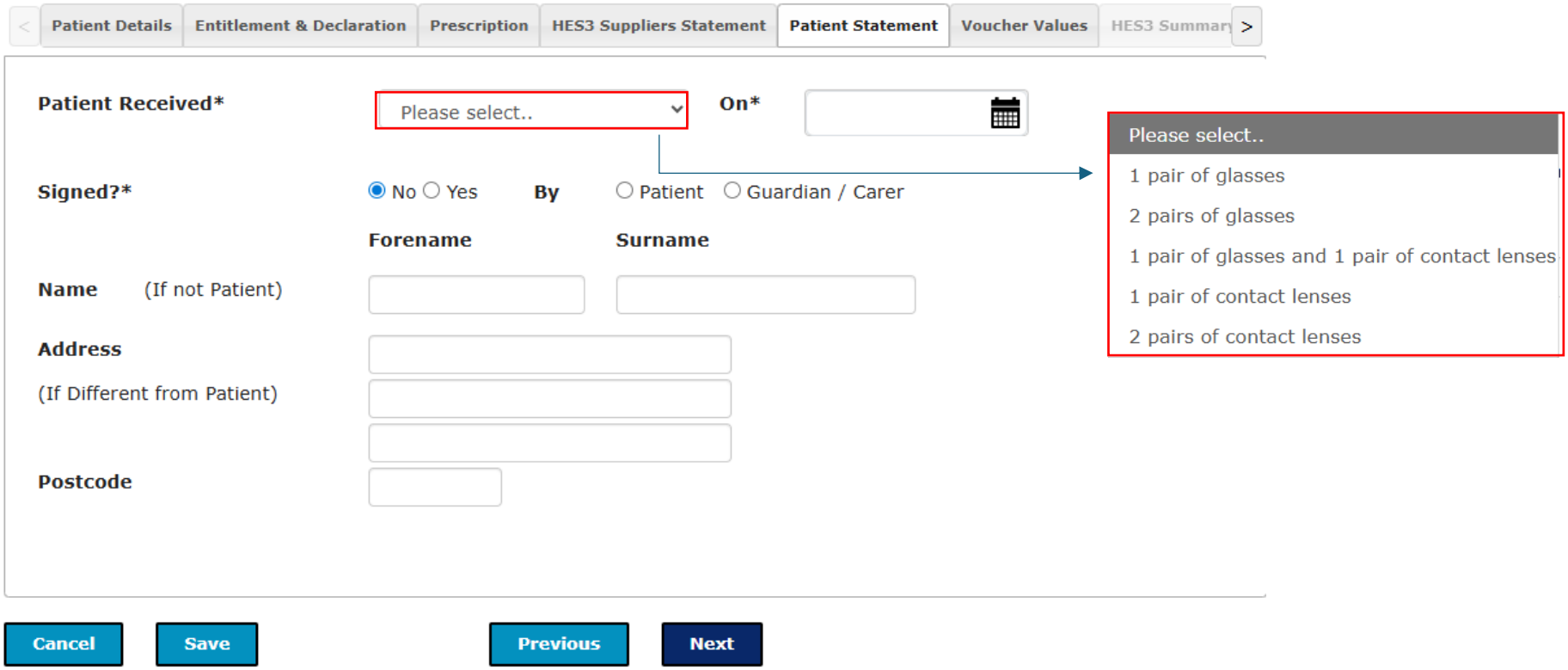
Patient Statement



Patient Statement

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You will also need to complete the patient signature details.

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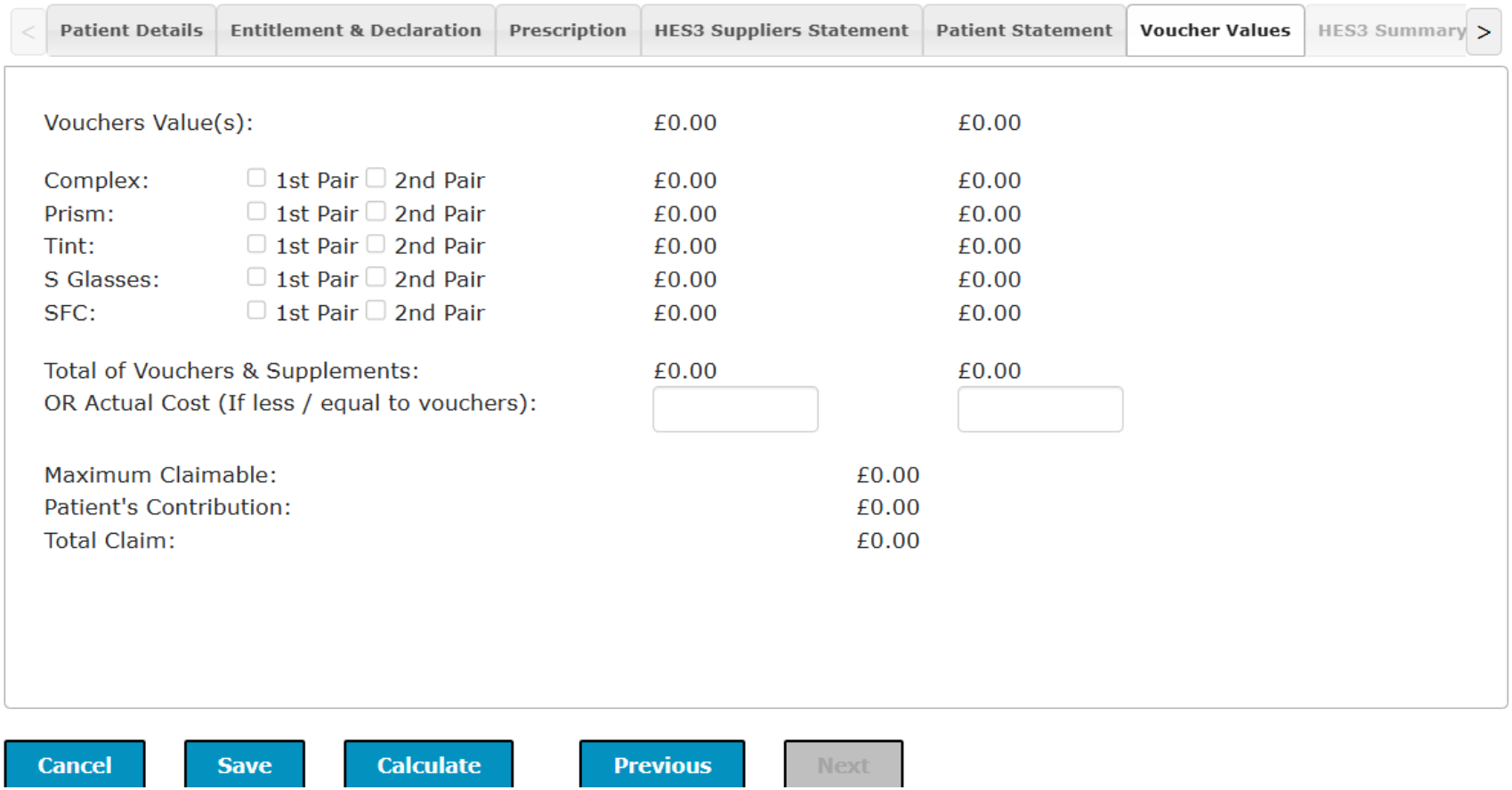

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