

**Transition to digital claims for Community Glaucoma Service** The layout for this guidance is based on screenshots from a test environment, and there may be cosmetic differences when viewing the web form.

## CGS Claim Submission Guidance

### Contents

Digital submissions for Community Glaucoma Service (CGS) .....	2
Logging in .....	3
Selecting Optometry Practice .....	4
eOphthalmic Homepage - select Community Glaucoma Service .....	5
CGS Service Selection - Creating and managing claims.....	6
Identify Patient and History .....	7
Errors.....	9
Found Patient Details .....	10
Registration .....	12
Deregistration .....	14
CGS Primary Assessment .....	15
CGS Supplementary Assessment .....	17
CGS Claim Submission - PIN .....	18
Successful Submission.....	19
CGS Administration - Practice Activity History .....	20

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## Digital submissions for Community Glaucoma Service (CGS)

Digital submissions for Community Glaucoma Service (CGS) registration and assessment claims will closely resemble the functionality of the eOphthalmic web form (OWF) and be deployed on the eOphthalmic Web Payments platform.

If you do not already have an existing eOphthalmic user account please visit our [website](#) where you will find information on getting an account set up.

The following guidance shows you how to submit CGS claims using the OWF.

**Transition to digital claims for Community Glaucoma Service** The layout for this guidance is based on screenshots from a test environment, and there may be cosmetic differences when viewing the web form.

## Logging in



### eOphthalmic Web Payments

Welcome to the eOphthalmic webforms service.

This service is for authorised users only. Anyone attempting unauthorised access will be considered for appropriate legal action.

By entering claim and patient data using this service you are able to store and submit payment claims electronically to Practitioner Services for processing. Under the Data Protection Act you are the data controller for such personal health data.

For general information, forms and guidance browse our National Services Scotland website at <https://www.nss.nhs.scot/browse/ophthalmic-services>

Alternatively contact Practitioner Services Customer Service team on 0131 275 6300 or email [nss.psdophthalmic@nhs.scot](mailto:nss.psdophthalmic@nhs.scot)

The Customer help desk hours are Monday to Thursday 0830 until 1630, Friday 0830 until 1600.

Other resources for professionals involved in providing eye care services in Scotland which include the Community Glaucoma Service are available at [www.eyes.nhs.scot](http://www.eyes.nhs.scot).

User Name

Password

[Unable to login?](#)

### SYSTEM OUTAGE EXAMPLE MESSAGE

eOphthalmics has been updated to version 2.2.17.0


## Logging in

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

Access to eOphthalmic web payments is via a secure NHS network. Alternatively, you can use an IPsec tunnel. These solutions allow a safe transfer of confidential data.

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# Selecting Optometry Practice



eOphthalmic

Logged in as:	cbrown	<a href="#">Log Out</a>	
GOC:	019250	Last Log in:	Wed, Dec 17, 2025 13:37
OLN:	22511	Enabled for Practice:	

Authentication Successful! Welcome Back, Chris Brown

## Select Optometry Practice

Optometry Practice:

[Continue](#)


Please select a Practice.

## Select Optometry Practice

Once you have logged in, select the practice you are working in. If you work in multiple practices they will show in the drop down.

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## eOphthalmic Homepage - select Community Glaucoma Service



eOphthalmic

Logged in as: Joe

GOC: 321

OLN: 54321

Last Log in: Wed, May 15, 2024 12:21

Enabled for Practice: Ophthalmic (First Practice)

[Log Out](#)

### eOphthalmic Homepage

You may log in 31033 times before you must set your security questions.  
To set your questions now select "Maintain Security Questions" below.

**eOphthalmic Options**

[GOS Claims](#)  
[Community Glaucoma Service](#)

**User Administration**

[Maintain User](#) [Maintain Security Questions](#) [Change Password](#) [Change Practice](#)

**eOphthalmic Homepage**

The eOphthalmic homepage will then allow you to select Community Glaucoma Service.

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## CGS Service- Create request and activity history



eOphthalmic

Logged in as:	cbrown		<a href="#">Log Out</a>
GOC:	019250	Last Log in:	Wed, Dec 17, 2025 13:37
OLN:	22511	Enabled for Practice:	19764 (Oak Street Opticians)

### CGS Service

#### CGS Administration

[Create CGS Request](#)  
[CGS Practice Activity History](#)

[Back to Ophthalmic Homepage](#)

### Create CGS Request

Create a CGS Patient Management or CGS Patient Assessment

### CGS Practice Activity History

Practice CGS Activity displays all claims created and submitted.

**Transition to digital claims for Community Glaucoma Service** The layout for this guidance is based on screenshots from a test environment, and there may be cosmetic differences when viewing the web form.

# Identify Patient and History



eOphthalmic

Logged in as:	Joe		<a href="#">Log Out</a>
GOC:	321	Last Log in:	Wed, May 15, 2024 12:21
OLN:	54321	Enabled for Practice:	Ophthalmic (First Practice)

# Identify Patient and History

CHI\*

Forename\*

Surname\*

Date of Birth\*

Sex\*

☐ Male
☐ Female

Post Code

\* - mandatory field

Cancel

Submit

## Identify Patient and History

When you select a registration or assessment option, you will be prompted to search for a patient. All fields marked with an asterisk are mandatory.

Unlike GOS claims, the Community Health Index (CHI) number is mandatory for CGS.

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# eOphthalmic

Logged in as:	Joe	<a href="#">Log Out</a>
GOC:	321	Last Log in: Wed, May 15, 2024 12:21
OLN:	54321	Enabled for Practice: Ophthalmic (First Practice)

## Identify Patient and History

CHI\*  
Forename\*  
Surname\*  
Date of Birth\*  
Sex\*  
Post Code  
\* - mandatory field

☒ Male ☐ Female

- Date of Birth is a required field and must be picked

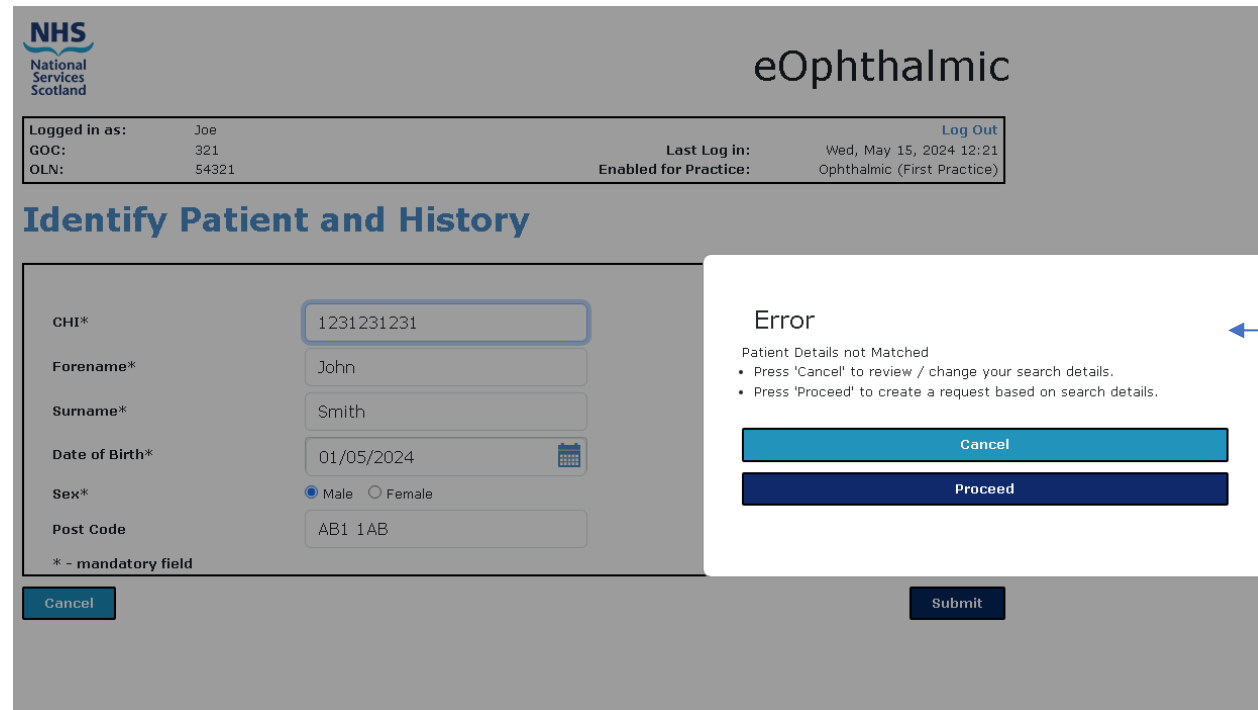
**Identify Patient and History**

If you fail to enter a mandatory field an error message will appear in red.



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## Errors



The screenshot shows the 'Identify Patient and History' form in the eOphthalmic system. The form includes fields for CHI\*, Forename\*, Surname\*, Date of Birth\*, Sex\*, and Post Code. The CHI\* field contains '1231231231'. The Forename\* field contains 'John', Surname\* contains 'Smith', Date of Birth\* contains '01/05/2024', Sex\* has 'Male' selected, and Post Code contains 'AB1 1AB'. A 'Submit' button is at the bottom right. An error message box is displayed in the center, stating 'Error' and 'Patient Details not Matched'. The error message includes instructions: 'Press 'Cancel' to review / change your search details.' and 'Press 'Proceed' to create a request based on search details.' Below the error message are 'Cancel' and 'Proceed' buttons. A 'Cancel' button is also located at the bottom left of the form.

**Identify Patient and History**

CHI\* 1231231231

Forename\* John

Surname\* Smith

Date of Birth\* 01/05/2024

Sex\* ☒ Male ☐ Female

Post Code AB1 1AB

\* - mandatory field

Cancel Submit

**Error**

Patient Details not Matched

- Press 'Cancel' to review / change your search details.
- Press 'Proceed' to create a request based on search details.

Cancel Proceed

### Identify Patient and History

If you submit the patient search and the details do not match, an error will appear. You can press 'Cancel' to review or change your search details, or 'Proceed' to create a request based on your search details.

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## Found Patient Details



## eOphthalmic

Logged in as:	Joe		<a href="#">Log Out</a>
GOC:	321	Last Log in:	Wed, May 15, 2024 12:21
OLN:	54321	Enabled for Practice:	Ophthalmic (First Practice)

## Patient's History and Results

	Patient Search Criteria	Found Patient Details	
CHI	1231231231	1234567890	<b>Warning!</b> Found Patient CHI does not match search criteria.
Forename	John	Chris	
Surname	Smith	Law	
Date of Birth	01/05/2024	07/09/1970	
Sex	Male	Male	
Post Code	AA1 1AA	AA1 1AA	
Last GOS Primary Eye Examination		08/05/2024	
CGS Registered		No	
Last CGS Primary Assessment		01/05/2024	
	<a href="#">Proceed with Search Terms</a>	<a href="#">Proceed with Patient</a>	

[Return to CGS Home](#)

### Identify Patient and History

If you click 'Proceed' you will be presented with the 'Patient Search Criteria' which are the details you entered, and the 'Found Patient Details' which is what the search has brought back.

The example shown here has brought back two different patients and a warning message appears advising the "Found Patient CHI does not match the search criteria".

You can then choose to proceed with the patient details you have searched by selecting "Proceed with Search Terms" or the patient we have matched the details to by selecting "Proceed with Patient".

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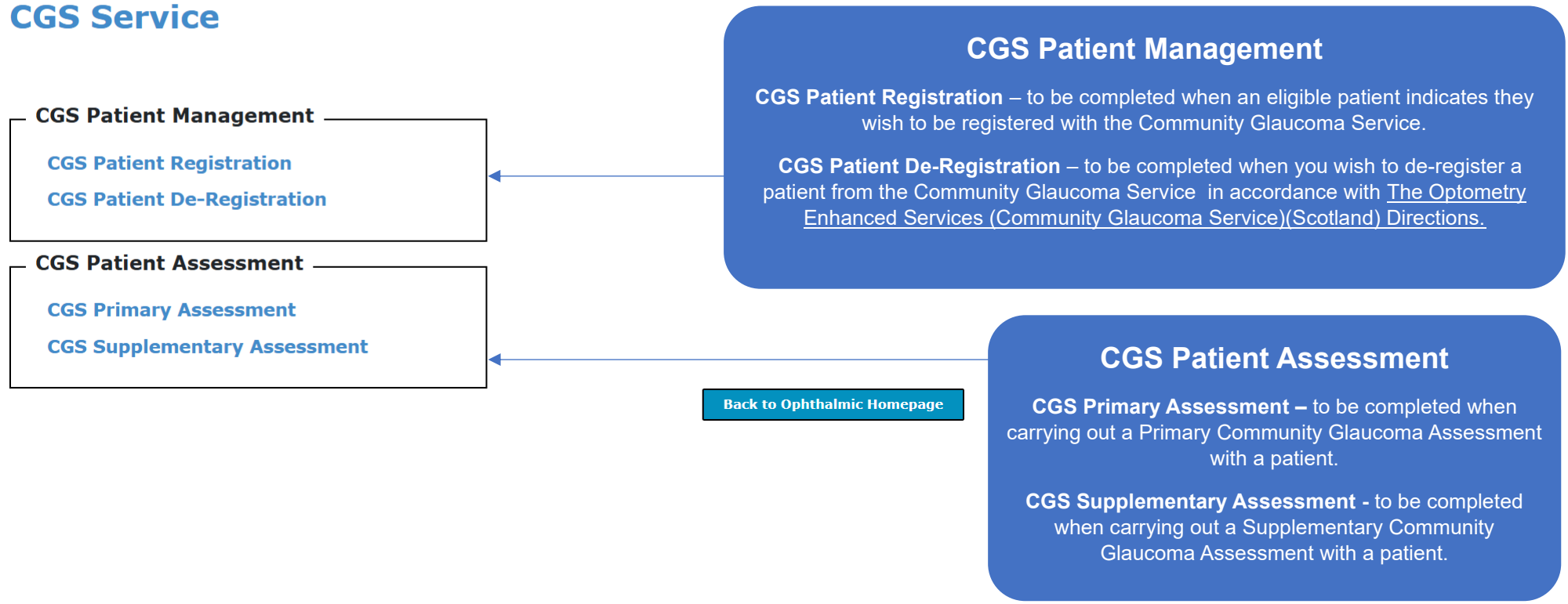
## CGS Service



# eOphthalmic

Logged in as:	cbrown		Log Out
GOC:	019250	Last Log in:	Wed, Dec 17, 2025 13:37
OLN:	22511	Enabled for Practice:	19764 (Oak Street Opticians)

## CGS Service



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# Registration

Case ID

## CGS Service - Registration

Patient details

CGS Registration

CHI Number\*

1231231231

Forename\*

John

Surname\*

Smith

DoB\*

01/05/2024

Gender\*

Male

Address

\*

\*

Postcode\*

Cancel

Save

Previous

Next

### CGS Service – Registration

Patient Details - You will be presented with the Patient Details tab which will be populated with the CHI number, Forename, Surname, Date of Birth and Gender from the search. You will need to manually enter the patient's address and postcode. All these fields are mandatory. If you fail to complete any of the fields an error will appear in red.

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Case ID 28583 / 000033 / 1

## CGS Service - Registration

Patient details
CGS Registration

Date of Patient Consent\*
02/07/2024

Name of Hospital Eye Service\*
Mountainhall Treatment Centre, Dumfries

### CGS Service - Registration

You should then click 'next' and you will move into the CGS registration tab.

Date of Patient Consent – enter the date on which the patient provided their consent and/or signature.

Name of Hospital Eye Service – select the name of the HES the patient was attending from the dropdown. The dropdown will appear when you click in the field, and a 'hover text' feature is available for when a name has been truncated in the text box.

Once you have completed the fields, click 'Submit'.

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## Deregistration



## eOphthalmic

Logged in as:	Joe		Log Out
GOC:	321	Last Log in:	Wed, May 15, 2024 12:51
OLN:	54321	Enabled for Practice:	Ophthalmic (First Practice)

Case ID Ophthalmic / 000577 / 0

## CGS Service - Deregistration

Patient details
CGS Deregistration

Date of CGS Deregistration\*
02/05/2024

Deregistration Reason\*
a - The patient has died

Cancel
Save
Previous
Next
Submit

### CGS Service – De-registration

If you need to de-register a patient from the CGS you must enter the Date of CGS De-registration and the De-registration Reason from the dropdown.

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## CGS Primary Assessment

Case ID 28583 / 000020 / 1

### CGS Service - Primary Assessment

Patient details
Prescription Details (for information)
CGS Primary Assessment

Most Recent GOS Prescription
Prescription Date 25/08/2017

Right					Left					
Spherical +/-	Cylindrical +/-	Axis	Prism	Base		Spherical +/-	Cylindrical +/-	Axis	Prism	Base
+ 3.75	+ 1.50	3.00	0.0	IN	D	+ 2.25	+ 0.75	13.00	0.0	IN
+ 6.00	+ 1.50	3.00	0.0	IN	N	+ 4.50	+ 0.75	13.00	0.0	IN

Cancel
Save
Previous
Next

### CGS Service – Primary Assessment

Prescription Details (for information) - If you are carrying out a CGS Primary Assessment the patient search will bring back the patient's previous prescription and this will be displayed on the second tab.

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Case ID

## CGS Service - Primary Assessment

Patient details	Prescription Details (for information)	CGS Primary Assessment
<p><b>Date of Last CGS Primary Assessment</b> <input type="text" value=""/></p> <p><b>Date of CGS Primary Assessment*</b> <input type="text" value=""/></p> <p><b>Clinical Condition*</b> <input type="text" value="Please select.."/></p> <p>Outcome of Assessment (*Select all that apply)</p> <div> <input type="checkbox"/> Recall - CGS Primary           <input type="checkbox"/> Recall - CGS Supplementary         </div> <div> <input type="checkbox"/> Refer to GP           <input type="checkbox"/> Refer to Another Optometrist         </div> <div> <input type="checkbox"/> Refer to Secondary Care / Hospital         </div>		

### CGS Service – Primary Assessment

CGS Primary Assessment - in the third tab you will need to enter the date of the patient's last CGS Primary Assessment, the date of the Primary assessment being carried out, the patient's clinical condition which should be selected from the dropdown and the outcome of their assessment (tick all applicable boxes).



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## CGS Supplementary Assessment

Case ID

### CGS Service - Supplementary Assessment

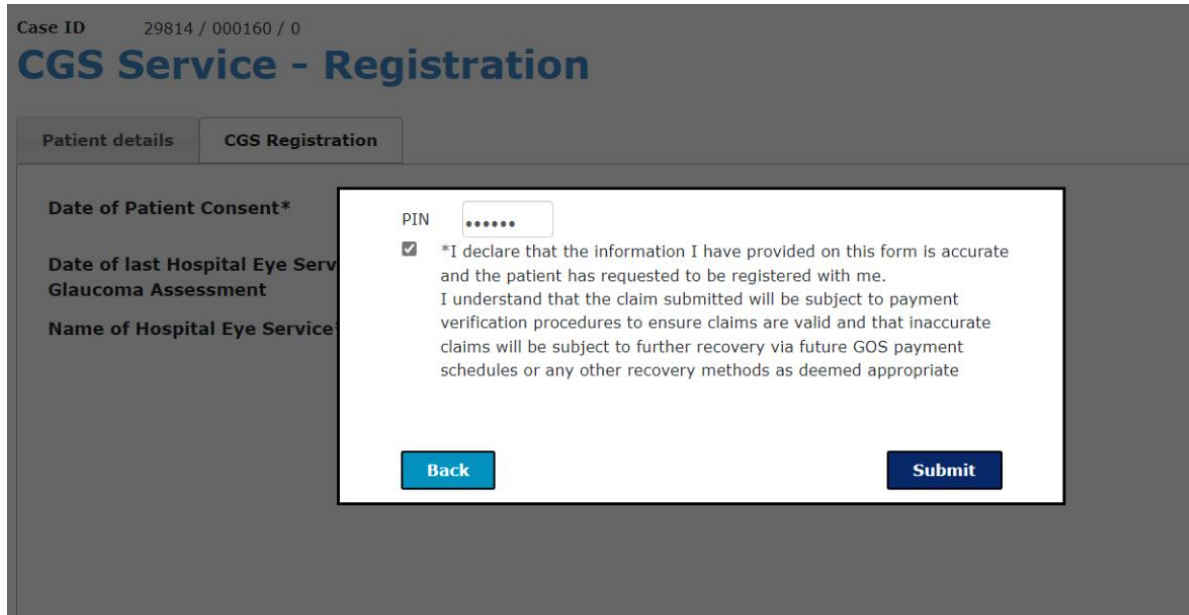
Patient details	Prescription Details (for information)	CGS Supplementary Assessment
<p><b>Date of CGS Supplementary Assessment*</b> <input type="text" value=""/></p> <p><b>Reason for Supplementary Assessment*</b> <input type="text" value="Please select.."/></p> <p><b>Clinical Condition*</b> <input type="text" value="Please select.."/></p> <p>Outcome of Assessment (*Select all that apply)</p> <div> <input type="checkbox"/> Recall - CGS Primary           <input type="checkbox"/> Recall - CGS Supplementary         </div> <div> <input type="checkbox"/> Refer to GP           <input type="checkbox"/> Refer to Another Optometrist         </div> <div> <input type="checkbox"/> Refer to Secondary Care / Hospital         </div>		
<div> <input type="button" value="Cancel"/> <input type="button" value="Save"/> <input type="button" value="Previous"/> <input type="button" value="Next"/> <input type="button" value="Submit"/> </div>		

### CGS Service – Supplementary Assessment

CGS Supplementary Assessment - if you are carrying out a CGS Supplementary Assessment you will need to enter the date of the patient's CGS Supplementary Assessment in the third tab. You will also need to select the reason for the supplementary assessment from the dropdown, and the clinical condition of the patient. You will also need to select the outcome of the assessment (all applicable boxes should be ticked).

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## CGS Claim Submission- PIN



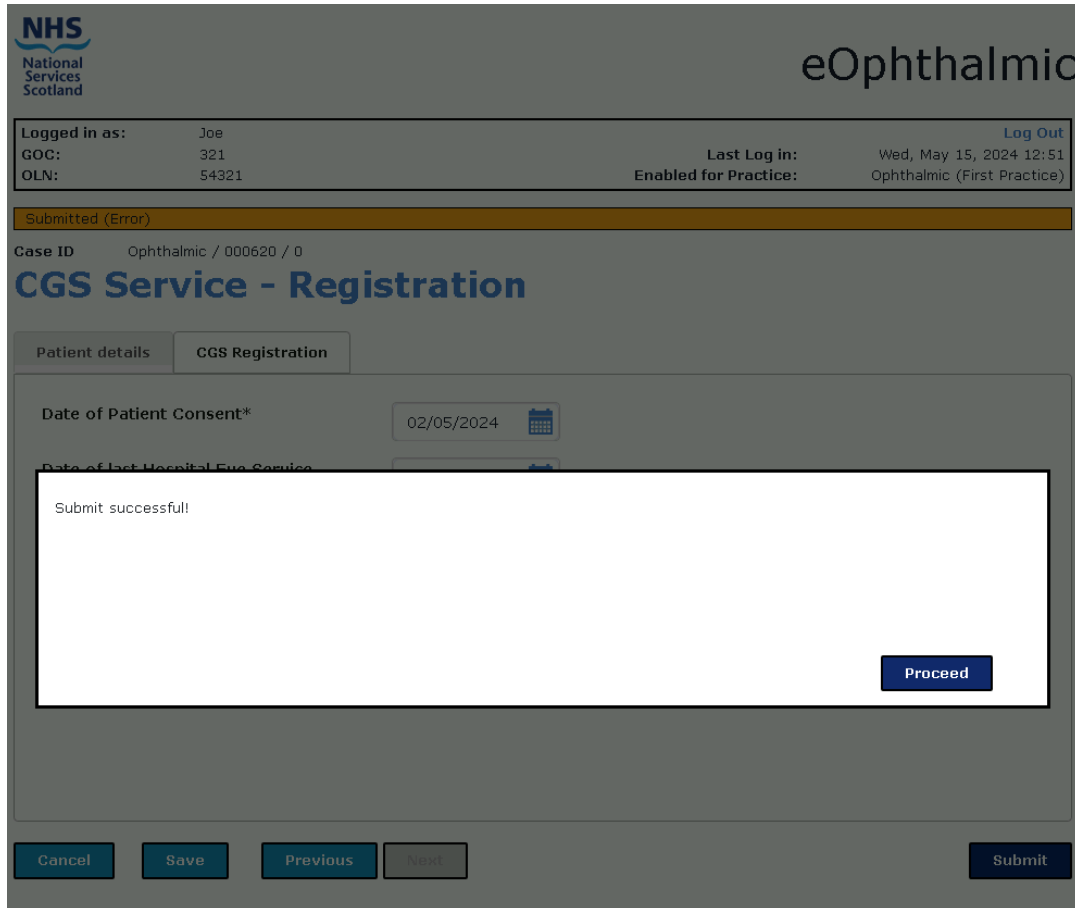
The screenshot shows the 'CGS Service - Registration' form. At the top, it displays 'Case ID 29814 / 000160 / 0'. Below this, there are two tabs: 'Patient details' and 'CGS Registration'. The 'CGS Registration' tab is active. On the left side of the form, there are labels for 'Date of Patient Consent\*', 'Date of last Hospital Eye Service Glaucoma Assessment', and 'Name of Hospital Eye Service'. A pop-up box is centered on the screen, prompting for a 'PIN' (represented by six dots) and containing a declaration: '\*I declare that the information I have provided on this form is accurate and the patient has requested to be registered with me. I understand that the claim submitted will be subject to payment verification procedures to ensure claims are valid and that inaccurate claims will be subject to further recovery via future GOS payment schedules or any other recovery methods as deemed appropriate'. At the bottom of the pop-up are 'Back' and 'Submit' buttons.

### CGS Service – Submission

When you click 'submit' a pop up box will appear asking you to enter your PIN, and to declare that the information you have provided is accurate, that the patient has requested to be registered and that you understand that the claim submitted will be subject to payment verification procedures.

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## Successful Submission




The screenshot shows the eOphthalmic interface for the CGS Service - Registration. At the top, the NHS National Services Scotland logo is on the left, and the title 'eOphthalmic' is on the right. Below the logo, a user information box displays: 'Logged in as: Joe', 'GOC: 321', 'OLN: 54321', 'Last Log in: Wed, May 15, 2024 12:51', and 'Enabled for Practice: Ophthalmic (First Practice)'. A 'Log Out' link is also present. A yellow banner below the user info reads 'Submitted (Error)'. The 'Case ID' is 'Ophthalmic / 000620 / 0'. The main heading is 'CGS Service - Registration'. Below this, there are two tabs: 'Patient details' and 'CGS Registration'. The 'CGS Registration' tab is active. It contains a 'Date of Patient Consent\*' field with the value '02/05/2024' and a calendar icon. Below this is a 'Date of Last Hospital Eye Service' field. A large white pop-up box with a black border is centered on the screen, containing the text 'Submit successful!' and a 'Proceed' button. At the bottom of the form, there are five buttons: 'Cancel', 'Save', 'Previous', 'Next', and 'Submit'.

### CGS Service – Submission

When your claim has been submitted successfully, a pop up box will appear advising it has been successful.

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## CGS Administration- Practice Activity History



localhost:5000 says

Selection includes Requests that have been Parked or Submitted with Errors. Do you want to proceed?

OK
Cancel

# eOphthalmic

**Logged in as:** Joe

**GOC:** 321

**OLN:** 54321

[Log Out](#)

**Last Log in:** Wed, May 15, 2024 12:21

**Enabled for Practice:** Ophthalmic (First Practice)

## CGS Service - Practice Activity History

All

Incomplete

From:

To:

Name	CHI	Action	Status	Date	Action	Delete ?
Ada Ada	1231231231	CGS Patient Deregistration	Parked	05/13/2024	<a href="#">View</a>	<input type="checkbox"/>
Agnieszka Markowska	1231231231	CGS Primary Assessment	Parked	03/27/2024	<a href="#">View</a>	<input checked="" type="checkbox"/>

Return to CGS Home

Checked: 1 / 16

Delete

### CGS Service – Practice Activity History

The Practice Activity History page shows all CGS registrations, de-registrations and assessment claims.

Parked claims are claims that have not been submitted. The status may also show as submitted with errors and you can click on these claims to view the errors.

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## eOphthalmic

### CGS Service – Practice Activity History

You can filter how you view claims using the dropdowns.

Logged in as: Joe  
 GOC: 321  
 OLN: 54321  
 Last Log in: Wed, May 15, 2024 12:21  
 Enabled for Practice: Ophthalmic (First Practice)  
[Log Out](#)

### CGS Service - Practice Activity History

		<div>CGS Patient Registration</div> <div>All</div>	From: dd/mm/yyyy			
		<div>All</div> <div>CGS Patient Registration</div> <div>CGS Patient Deregistration</div> <div>CGS Primary Assessment</div> <div>CGS Supplementary Assessment</div>	To: dd/mm/yyyy			
Name	CHI		Status	Date	Action	Delete ?
Justyna Czarna	1231231231	CGS Patient Registration	Submitted	03/28/2024	<a href="#">View</a>	<input type="checkbox"/>
Katarzyna Rurka	1231231231	CGS Patient Registration	Submitted	03/28/2024	<a href="#">View</a>	<input type="checkbox"/>
Tomasz Pies	1231231231	CGS Patient Registration	Submitted	03/27/2024	<a href="#">View</a>	<input type="checkbox"/>
Chris Law	1234567890	CGS Patient Registration	Submitted	05/13/2024	<a href="#">View</a>	<input type="checkbox"/>

[Return to CGS Home](#)

Checked: 0 / 12

[Delete](#)

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## eOphthalmic

**Logged in as:** Joe [Log Out](#)  
**GOC:** 321 **Last Log in:** Wed, May 15, 2024 12:21  
**OLN:** 54321 **Enabled for Practice:** Ophthalmic (First Practice)

### CGS Service - Practice Activity History

All

Incomplete

**From:** 10/05/2024 📅  
**To:**

May 2024

Mo	Tu	We	Th	Fr	Sa	Su
29	30	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

Clear
Today

Name	CHI	Action	Status	Date
Ada Ada	1231231231	CGS Patient Deregistration	Parked	05/13/

Return to CGS Home

Delete

Delete

### CGS Service – Practice Activity History

You can also filter the claims by date.

**Contact us** | If you have any queries relating to digital submissions for CGS claims please contact us at [nss.psdophthalmic@nhs.scot](mailto:nss.psdophthalmic@nhs.scot) / 0345 034 2458