

Ophthalmic Schedule Communications

June paid
July 2026

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 2026 cut-off date: 9 August 2026 at 5pm

ePractitioner Certificates Renewal

The systems that are used to support the submission of claims to Practitioner Services are due to have the certificates renewed. **All certificate renewals must be completed by Tuesday 25th August 2026.** Ophthalmic practices should expect to receive PIN letters from Atos for client (EPOC) certificate renewals between now and the 1st of August.

If you received a letter and the certificates are not updated prior to this date, you will no longer be able to submit patient details requests or claims until the certificates have been updated.

Some Practice Management Suppliers will do this on your behalf, and you may not receive a letter.

To complete the renewal process, ophthalmic practices will need to use the latest version of the Certificate Management Tool (CMT). If an older version is in use, you will be prompted to download and install the updated version.

Communications with practices via the PIN letter will additionally include the latest copy of the CMT User Guide.

Unlocking eOphthalmic Account and Managing Security Questions

If you are locked out of your eOphthalmic account, please try to unlock your account using your security questions. Please note that the answers for your security questions are case-sensitive.

If you are unable to unlock the account with your security questions, please contact the Ophthalmic Helpdesk for support at nss.psdophthalmic@nhs.scot or 0345 034 2458.

Once you have logged in to your account you can update or create new security questions by selecting “Maintain Security Questions” under the User Administration section of the eOphthalmic Homepage.

eOphthalmic Options

GOS Claims

Community Glaucoma Service

GOS Options

GOS Patient Examination History

User Administration

Maintain User

Maintain Security Questions

Change Password

Change Practice

After you have selected “Maintain Security Questions”, you will be presented with the page below. On this page, you will be able to select and add questions. To add a new question, click on the current question field to display the list of available questions in the drop-down and choose a question. Then enter your answer, ensuring to remember that the answer will be case-sensitive. Click “Add” which will add the question to your list of questions on the right-hand side.

You can also delete question and answer combinations you have previously set under “Questions already answered”.

Maintain Security Questions

Set questions and answers

Question

Who is your favourite television

Answer

Add

Questions already answered

You have specified the minimum number of security questions.

Question	Answer set on	
What is your favourite book?	08/08/2024 12:02:25	Delete
Name a fictional character you enjoy?	08/08/2024 12:02:19	Delete
Who is your favourite television character?	08/08/2024 12:02:05	Delete
What is your favourite television show?	08/08/2024 12:02:11	Delete
What was the model of your first car?	08/08/2024 12:02:31	Delete

Close

Customer Survey: What We Heard and What We Are Doing

We recently gathered feedback from ophthalmic practitioners as part of our 2025–26 customer survey. We received 55 responses which reflected your high levels of satisfaction and strong appreciation for the professionalism, knowledge, and responsiveness of

Practitioner Services Ophthalmic staff, alongside some challenges around contact routes and ease of using guidance and systems. We have taken this feedback onboard and have agreed a small number of realistic improvement actions for 2026–27, focussing on improved communication to frontline practitioners, better access to guidance, and quicker resolution for common issues like password resets. We will continue to share updates as this work progresses.

Telephone: 0345 034 2458 |

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](#)

