



Focus



**October 2026
edition**

Focus – October 2026

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Welcome to Focus

Public Services Delivery Scotland (PSD Scotland)

From 1 April 2026, NHS National Services Scotland (NSS) and NHS Education for Scotland (NES) joined to form a new organisation: **Public Services Delivery Scotland (PSD Scotland)**.

This organisation has been established to enable transformation in health, social care, and the wider public sector, and to support the delivery of high-quality public services for people across Scotland.

From this date, Public Services Delivery Scotland (PSD Scotland) will be the organisation name used in all official communications, publications and correspondence.

You will now be able to access the new website: [Public Services Delivery Scotland \(PSD Scotland\)](#)

Please note, however, that the existing NSS and NES websites will remain available.

Scottish Government PCAs

The Scottish Government publishes PCAs providing useful and informative updates relevant to the ophthalmic profession. We invite you to keep up to date with all the ophthalmic circulars. You can access them through [our website](#).

[PCA\(O\)2026\(01\)](#) advises on the Full Implementation of the GOS Specialist Supplementary eye examination service which came into effect on the 19th of January 2026 and discussed recent enhancements made to NHS Inform.

[PCA\(O\)2026\(02\)](#) includes information on revisions to the CGS directives. These revisions came into force on 1 March 2026.

[PCA\(O\)2026\(03\)](#) advises on the cessation of Income Support and Income-based Jobseeker's Allowance. These stopped being valid reasons for NHS optical voucher eligibility from 1 April 2026.

The PCA also advised on the Portable Slit Lamp Grant application process and conditions. Applications for this grant closed on Wednesday 8 April 2026.

[PCA\(O\)2026\(04\)](#) advises on:

Ophthalmic Practice Data Access (OPDA) system. OPDA allows designated representatives of optometry practices to access and update some information held on the National Primary Care Clinician Database (NPCCD) system.

Optometry practice information enhancements on NHS Inform and NHS 24 websites. This update relates to NHS Inform and NHS 24 website entries for domiciliary-only practices that do not have an address in Scotland.

General Ophthalmic Services (GOS) – new ‘Frequently Asked Questions’ and ‘Clinical Conditions’ GOS claim form guidance that is available on the [eyes.nhs.scot website](https://eyes.nhs.scot).

Cataract referrals and wait times for surgery. All optometrists are asked to ensure that they do not refer a patient for cataract surgery earlier than they would normally in order to account for wait times.

Community Glaucoma Service (CGS) – procedure when suspected ineligible patient is identified. Guidance for this can be found on the [eye.nhs.scot website](https://eye.nhs.scot).

[PCA\(O\)2026\(05\)](#) advises on New Directions for the CGS.

[PCA\(O\)2026\(06\)](#) advises on GOS primary eye examination dilation rates for patients aged 60 and over between 1 August 2025 and 31 March 2026. It also provides information on practitioner and practice profile reports.

[PCA\(O\)2026\(07\)](#) provides information on:

- the Foundation Training Year of the Master’s optometry undergraduate degree;
- updated SCI Gateway forms for referrals from primary care optometry to the Hospital Eye Service and SCI Gateway access for optometrists on Part 2 of a Health Board’s Ophthalmic List;
- clarification in relation to the circumstances in which a special facial characteristics supplement can be prescribed and claimed on an NHS optical voucher;
- clarification that an NHS optical voucher can be used towards the cost of purchasing sports glasses/goggles;
- a new ‘Providing services for NHS Scotland’ logo that primary care contractors, including primary care optometry, can use provided that such use complies with the NHS Scotland brand guidelines
- remuneration increases for GOS and proposed increases for the CGS;
- an increase to the pre-registration trainee optometrist supervisor grant amount, and the claims process for trainee optometrists taken on by a supervisor on or after 1 April 2026;
- the details for optometrists and ophthalmic medical practitioners eligible to claim a CPD allowance for appropriate CPD they have undertaken in the 2025 calendar year.

Continuing Professional Development (CPD) allowance

Claims for CPD will continue to be processed through the Digital Webform hosted on the eOphthalmic system. This form is open **between 12 October 2026 and 29 January 2027 inclusive**. The web form **will not** be active before this period.

Practitioners are advised to submit their CPD allowance claim well in advance of the deadline.

Please see our detailed [CPD instructions](#) on how to submit your claim.

Please also take the time to read [PCA\(O\)2026\(07\)](#) which covers the CPD allowance eligibility criteria and claim process.

If you do not have an eOphthalmic account yet, please visit [this page](#) to access all the relevant details and forms to apply for an account. Please note that if access to eOphthalmic is required only for CPD, you will need to state this within the email containing the form.

If you already have an eOphthalmic web form account, you will use the same eOphthalmic log on details to access and submit the new CPD allowance claim form. If you have an account but are unable to log on to the eOphthalmic system (e.g. your account is locked) please contact the Ophthalmic Helpdesk by emailing nss.psdophthalmic@nhs.scot or telephone 0345 034 2458.

Please note that if you have not signed in to eOphthalmic in more than 3 months your password may have expired. If this is the case, please sign in to <https://eophthalmics.mhs.scot.nhs.uk/> to set a new password.

If your 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. We would advise that you complete and submit the relevant application forms now. Further information on how to do this can be found on [this page](#).

To access the claim form, please log in via the following web address: <https://digitalwebforms.mhs.scot.nhs.uk>.

CPD allowance claims received by PSD Scotland after Friday 29 January 2027 will not be accepted.

Community Glaucoma Service Clinical Governance Group Guidance Updates

We would like to share with you two documents the Community Glaucoma Service Clinical Governance Group have recently published.

1. **Community Glaucoma Service Transfer of Care Document [Recent updates to Clinical Governance](#)** which summarises the points where patient care is transferred both from the Hospital Eye Service (HES) into the Community Glaucoma Service (CGS), and from the Community Glaucoma Service back to the Hospital Eye Service. This guidance also summarises the process for discharging patients from the Community Glaucoma Service to the General Ophthalmic Services (GOS).
2. **Patient Risk Stratification Referral Out of Community Glaucoma Service [Recent updates to Clinical Governance](#)** which supports the risk stratification of patients who are leaving the Community Glaucoma Service to go to either the Hospital Eye Service, or to General Ophthalmic Services. It is intended to be a guidance tool and should not be used to replace professional judgement. All practitioners must work within their competence and scope of practice. Management and referral decisions should be made in line with national and local guidelines.

The target audience for these documents are the clinical staff within the Hospital Eye Service (particularly those with responsibility for determining whether a patient is suitable for the CGS) and Accredited Clinicians / Assessing Accredited Clinicians participating in the service.

General Ophthalmic Services Specialist Supplementary (GOS-SS)

General Ophthalmic Service Specialist Supplementary (GOS-SS) full implementation came into effect on Monday 19 January 2026. Under the full implementation of GOS-Specialist Supplementary eye examinations, only Independent Prescriber (IP) optometrists and ophthalmic medical practitioners who have been approved by a Health Board to provide General Ophthalmic Services Specialist Supplementary service at an agreed location are able to submit Specialist supplementary claims. Information on the application process can be found [here](#).

Full implementation covers the following ten conditions:

- Anterior Uveitis
- Blepharitis
- Episcleritis
- Herpes Simplex Keratitis
- Herpes Zoster Ophthalmicus
- Infective Conjunctivitis
- Marginal Keratitis
- Ocular Allergy
- Ocular Rosacea
- Corneal Foreign Body (not previously included in the interim measure)

Updates to General Ophthalmic Services Specialist Supplementary referral reasons (including intra-referrals)

For code 5.0, you can select one of the five following reasons for examination:

- Self-referred
- Referred by another optometrist
- Recall
- Referred by a GP
- Referred by another care professional

For code 5.1, you can only select one of the following three options (even though other options may be presented):

- Recall
- Self-referred
- Referred by another optometrist

For both codes 5.0 and 5.1, you can select one of the following referral reasons:

- Not referred
- Hospital
- GP
- Referred to another optometrist

The option 'Referred by another optometrist' under the reasons for examination and 'Referred to another optometrist' under the referral reasons now allow intra-referrals between optometrists. This means optometrists will be able to refer patients to General Ophthalmic Services Specialist Supplementary approved IP optometrists.

It is essential that referrals are made following the correct protocol set out in [PCA\(O\)2025\(08\)](#). Please consult this PCA and the eyes.nhs.scot website for full details on how to make a referral for General Ophthalmic Services Specialist Supplementary services, and to access referral forms.

3 Months to submit claims after withdrawal

IPs can submit claims up to 3 months from the date of their withdrawal from the service provided the date of assessment falls within the period they were approved.

General Ophthalmic Services Specialist Supplementary Part 2 validation added

There must be a Part 1 IP who has been approved by the relevant Health Board to provide the GOS Specialist Supplementary service from the practice premises for a Part 2 IP to be able to provide General Ophthalmic Services Specialist Supplementary at that location.

General Ophthalmic Services Specialist Supplementary approved location validation

General Ophthalmic Services Specialist Supplementary eye examinations should only be conducted at practices where a Part 1 IP has been approved by the relevant Health Board to provide the GOS Specialist Supplementary service from the practice premises. You will not be able to submit a claim from a location where such arrangements have not been made. The location will be validated when you submit a General Ophthalmic Services Specialist Supplementary claim.

Domiciliary visits and remote consultation for General Ophthalmic Services Specialist Supplementary

Domiciliary visits can be claimed with code 5.0 and 5.1 as appropriate.

A General Ophthalmic Services Specialist Supplementary eye examination can be undertaken using remote facilities as appropriate. Please note that a remote consultation should not be claimed if you have only asked a series of questions to the patient to determine whether an eye examination is needed. In order to claim a remote consultation, all the elements of an eye examination must be carried out apart from tests and procedures where the patient's physical presence is required.

eOphthalmic: New Patient Details Lookup Service

In April a new Patient Details lookup service was introduced to support eOphthalmic users. The lookup service returns:

- Patient details (Name, CHI number, Sex, Date of Birth)
- Details of the last Primary and Supplementary Examination carried out, including details of the practice that carried out the examination, and free eye test eligibility
- Prescription from the most recent claim submitted (if this was provided)
- Visual Acuity from the most recent claim submitted (if this was provided)

Please visit our [website](#) for detailed eOphthalmic guidance including this service.

NHS Optical Voucher Eligibility – April 2026

In February, the Scottish Government announced that Income Support and income-based Job Seekers Allowance would be withdrawn as a valid exemption on 1 April 2026.

The above benefits will remain valid exemptions for courses of treatment with an acceptance date (start date) before 1 April 2026; however, these benefits are not valid for claims with an acceptance date on or after 1 April 2026.

Patients in receipt of these benefits should receive notification from the Department of Work and Pensions. Patients that qualify for Universal Credit following the removal date should use this as their reason for remission going forward. Patients that do not qualify for a benefit from 1 April 2026 will no longer be eligible for an exemption from charges for courses of treatment started from that date.

You can find the full PCA [here](#).

Fortinet (CAT 20) Disposal

Swan Capita have confirmed they will no longer be collecting Fortinet devices. Please dispose/recycle your Fortinet device.



**** Please do not dispose of the Palo Alto device****

Practice Closure – Palo Alto return

Practitioner Services provide all ophthalmic practices with a Palo Alto device that enables connection to the NHS Scottish Wide Area Network (SWAN).

If a practice is closing, the Palo Alto box **must** be returned to Practitioner Services. Please post any Palo Alto devices that are no longer required to our Edinburgh office:

FAO Grahame Park
NHS National Services Scotland
1 South Gyle Crescent
Edinburgh
EH12 9EB

You must include all network and power cables that were originally provided with the box. If you require any support with the return, please contact our help desk by phone on 0345 034 2458 or by email at: nss.psdophthalmic@nhs.scot

eOphthalmic PINs (Personal Identification Numbers)

When sending claims for payment via eOphthalmic, you are required to enter a PIN as part of the electronic submission.

Users with an Ophthalmic List Number (i.e. optometrists) will use the same PIN for claim submissions for all payment location codes.

Users without an Ophthalmic List Number, such as dispensing opticians or administrative staff, must request a new PIN for each payment location code that they submit claims from.

New users or existing users who are assigned a new GOC number or Ophthalmic List number, must request a new PIN.

You can access the PIN request form from our website by clicking [here](#)

All administrative forms should be returned to the customer admin team at: nss.psd-customer-admin@nhs.scot

Forgotten PINs

If you have forgotten your PIN, please contact the ophthalmic help desk for support.

Email: nss.psdophthalmic@nhs.scot

Telephone: 03450342458

Managing User Access to eOphthalmic

Adding payment location number

Existing users that require a new store's payment location number to be added to their account must ask the store staff or store manager to phone or email us to authorise its addition. If emailing, the email must contain the username and a clear request to add the payment location number to the account. The email must also have a signature showing clearly who the requestor is and their place of work. We cannot accept the requests directly from the account user.

Removing payment location number

The removal of a location number from a user account can be requested by the user, the store staff, or the store manager. Again, this can be a telephone call or email containing the username and a clear request to remove the payment location number. If emailing, the email must have a signature showing clearly who the requestor is and their place of work.

Requesting new user eOphthalmic account

Request a new user account to gain access to eOphthalmic by completing the relevant forms

- username and password form
- personal identification number (PIN) form, if required for submitting GOS claims
- acceptable use policy form. These forms can be found on our [website](#).

Closing an eOphthalmic account

Contact us with the username and a request that the account be closed. Include details of the reason in this request. Contact us at: nss.psdophthalmic@nhs.scot

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

Providing Patient Identifiable Information (PII) in email

Patient identifiable information (PII) should always be sent from an NHS email which has additional encryption making sure the information is safe. Please note that we cannot process any PII received from a non-NHS email, and we also cannot send any PII details to a non-NHS email.

If we receive PII data from a non-NHS email, we will send a separate email to advise that the respondent will have to resend their enquiry using an NHS email. Any email correspondence with Practitioner Services that contains PII data, will be labelled as: **OFFICIAL-SENSITIVE**

Webform Guidance

CGS

The 'Enhanced Services' section of our [website](#) contains useful information to assist you with becoming a CGS Accredited Provider, the patient registration/deregistration process, and the submission of your CGS claims. This is also where you will find the CGS Claim adjustment form if you have submitted a claim in error or a claim containing errors.

GOS, GOS-SS, HES

Following the changes introduced in August 2025, the 'Enhanced Services' section of our [website](#) provides useful information to assist you with the submission of your GOS, GOS-SS, and HES claims. [This guidance](#) provides a step-by-step guide on using the eOphthalmic webform.

Change to Helpdesk Hours from April 2026

As part of the NHS Scotland drive to reduce working hours, the Ophthalmic Helpdesk opening hours were updated in April. Please see table below for the updated times.

Weekdays	Helpdesk opening times
Monday	8.30am – 4.30pm
Tuesday	8.30am – 4.30pm
Wednesday	8.30am – 4.30pm
Thursday	8.30am – 4.30pm
Friday	8.30am – 3.00pm