

**January 2025
edition**



Focus

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Welcome to Focus

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)2024(01)

[PCA\(O\)2024\(01\)](#) included information on changes to legislation for GOS that came into effect on 1 April 2024.

The change to legislation for GOS refers to GOS(S)1 claims, which now must be submitted to P&CFS within three months after the date of the relevant GOS eye examination (including eye examinations carried out before 1 April 2024). Previously, such claims were to be submitted within six months after the date of the relevant GOS eye examination. The timescales for GOS(S)3 and GOS(S)4 are not affected by this legislative change.

This PCA also advised on the increase NHS optical voucher values from 1 April 2024

PCA(O)2024(02)

[PCA\(O\)2024\(02\)](#) details changes to the 'Eyes' website, Community Glaucoma Service patient risk stratification guidance (explained in more detail below under CGS Clinical Governance Guidance) and information about a trial enabling some people to apply online for the NHS Low Income Scheme.

PCA(O)2024(03)

[PCA\(O\)2024\(03\)](#) advises on the rollout of CGS across Scotland, NESGAT application, training and qualification for cohort 4, CGS Minimum Data Set (explained in more detail below under CGS Clinical Governance Guidance), and the transition to a digitised solution for CGS claims.

PCA(O)2024(04)

[PCA\(O\)2024\(04\)](#) advises on the Changes to the Continuing Professional Development (CPD) allowance claim process (explained below under 'Continuing Professional Development (CPD)'. It also provided information on Mpox, Provision of NHS email accounts to community optometrists, Data sharing for Scottish Collaborative Optometry-Ophthalmology Network e-research (SCONe) project, and the migration to the BT Scottish Wide Area Network (SWAN) for optometry practices providing NHS services.

Moreover, this PCA sets out reminders that GOS eye examination must consist of all appropriate tests or procedures relevant to the presenting signs, symptoms and needs of the patient, and the requirement of written record keeping for GOS(S)4 NHS optical vouchers.

PCA(O)2024(05)

[PCA\(O\)2024\(05\)](#) advised on the uplifts of GOS and CGS remunerations, and Pre-registration trainee optometrist supervisor grants. Fees for GOS eye examinations and CGS assessments undertaken on or after 1 April 2024 will increase by 6%. The supervisor grant will also see an uplift of 6% for supervisors claiming a grant for taking on a pre-registration trainee optometrist on or after 1 April 2024. This PCA also advised on the CPD allowance amounts to be paid.

Moreover, this PCA sets out reminders to practices regarding their responsibility to manage emergency patients and their eligibility for winter flu and COVID-19 vaccinations as frontline healthcare workers.

PCA(O)2024(06)

[PCA\(O\)2024\(06\)](#) advises on the new publication of The Optometry Enhanced Services (Community Glaucoma Service) (Scotland) Directions 2024 (available on eyes.nhs.scot). It also provides information on CGS Rollout across Scotland and a schedule with the new fee amount for CGS as per the 6% remuneration uplift. Furthermore, it advises on NHS Education for Scotland Glaucoma Award Training (NESGAT) Cohorts Four and Five.

PCA(O)2024(07)

[PCA\(O\)2024\(07\)](#) provides information on the guidance to support community optometrists when discussing cataract surgery referrals with patients. Additionally, it provides clarification on the payment of the backdating of the CGS remuneration uplifts, which are to be paid in the February paid March 2025 schedule. It also provides a list of active CGS practice locations.

Moreover, this PCA sets out reminders to practices about the importance of patient signposting for practices that will be closed over the festive period, and to access their NHS emails regularly to prevent deactivation.

Continuing Professional Development (CPD)

As we have communicated in previous schedule communications, September 2024 saw the introduction of a new CPD allowance claim form that was hosted on the eOphthalmic system. The launch of this new system has improved the CPD claims process and we would like to thank you for your cooperation in making this a success.

Please note that the deadline for CPD has now closed. If you have any queries relating to your CPD submission, please email our CPD team at: nss.psdgoscpcdclaims@nhs.scot. Ensure to provide your claim submission ID along with your details when contacting them.

CGS Clinical Governance Guidance

Patient Risk Stratification

The Community Glaucoma Service Clinical Governance Group have published a guidance document which supports the risk stratification of patients from the hospital eye service into the community glaucoma service: <https://www.eyes.nhs.scot/media/1794/patient-risk-stratification-v13-pdf.pdf>

The guidance lays out recommendations for where glaucoma and ocular hypertensive patients could receive their care. It is not an exhaustive list, and there may be instances where a patient falls within the categories detailed but is not suitable for the service highlighted. This document is intended to be a guidance tool and should not be used to replace professional judgement.

The target audience for this document 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 / Assisting Accredited Clinicians participating in the service.

The next stage for this work stream will be to consider the risk stratification of patients out of the service i.e. when re-referral to the hospital is indicated.

Minimum Data Set for Assessments

The Community Glaucoma Service Clinical Governance Group have published a [Community Glaucoma Service \(CGS\) Minimum Data Set for Assessments guidance document](#).

This document has been created to support:

- Uniformity of data across the CGS;
- Assurance of minimum standards for the service;
- The development of a CGS pathway within the electronic patient record (OpenEyes); and
- The national clinical audit.

The document has previously been included in [PCA\(O\)2024\(03\)](#).

The document sets out the data to be captured as part of primary and supplementary CGS assessments. It does not replace clinical judgement and CGS Accredited Clinicians should carry out all examinations that they feel are appropriate for the assessment of the registered patient.

Community Eyecare Guidelines

The 'Community Eye Care' website (<https://communityeyecare.scot.nhs.uk>), and the associated Apple and Android device apps, have been decommissioned.

The guidance for each relevant clinical condition has been migrated over to a new dedicated '[Eyecare Guidelines](#)' area on the '[Eyes](#)' website.

Accessing the former 'Community Eye Care' website will automatically redirect the user to the new content area on the 'Eyes' website.

Please remove any Apple and Android versions of the 'Community Eye Care' app that you may still have stored on relevant devices, to avoid the risk of referencing out of date content.

Transition to digital claims for Community Glaucoma Service

The new digital claims service for Community Glaucoma Service (CGS) claims went live, as of Thursday 25 July 2024. This service is hosted on the eOphthalmic Web Payments platform. To assist you in navigating the new system, we have developed [user guides](#) which will provide step-by-step instructions on how to use the new system effectively.

If you have multiple claims for one patient, please allow 5 minutes after you submit a registration claim for the system to update before you submit the assessment claim. It is important that you submit the registration claim **before** you submit the primary assessment claim.

If you have any issues or any questions, please contact the PSD Customer Services Team via at nss.psdophthalmic@nhs.scot.

NISG Service Desk Telephone Line Service Retiral

As of 1 January 2025, the NISG Service desk telephone line has been withdrawn from service for incoming calls. The method of raising tickets is through the Service Desk portal called Service Now. This is currently in operation and can be used now. It will not take more time to have your issue resolved. The benefit is instead of one or two people answering the phone, there is the option of up to 10 people picking up your ticket.

There are many times that speaking with someone is far easier than protracted written communications. On these occasions one of the analysts will call you on the preferred number that you give 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 and phone number and practice where you work. It is only a few fields and does not take long. Once you have registered, any time thereafter when you log on

you will be recognised and your personal details will auto populate. You will need an NHS email account to be able to register.

To raise a ticket on the service desk portal, click on the link below or copy and paste into a browser window. Please remember to add the web address to your favourites so, that you have no issue getting in touch with us in future.

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

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

Email address: NSS.NISGServiceDesk@nhs.scot

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.

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 or the store's staff or store's 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 this page.

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

eOphthalmic Unlocks and Password Resets

To unlock your eOphthalmic account and/or reset your password, please contact the Ophthalmic helpdesk at: nss.psdophthalmic@nhs.scot or 0131 275 6200. Please also ensure that you set up security questions to verify your account. This will allow you to use the self-service to unlock your account and reset passwords if you have forgotten your password.

Practitioner Services website

Our website is designed to help you find information that is useful to you. It is a useful tool for accessing information and guidance on important areas including claims and allowances, eSchedule reports, and schedule close and payment dates. We update our website regularly. Therefore, we invite you to please take time to familiarise yourself with the information that is available on our [website](#). If you have any suggestions for any improvements or changes to the information that is available to you, please email us at nss.psdophthalmic@nhs.scot

