

Directorate for Primary Care
Dentistry and Optometry Division



Scottish Government
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Dear Colleague

Primary Care Optometry: Continuing Professional Development (CPD) allowance claim process

Summary

1. This letter advises on the details for optometrists and ophthalmic medical practitioners (OMP) eligible to claim a CPD allowance for appropriate CPD they have undertaken in the 2024 calendar year.

Action

2. Health Boards are asked to immediately copy and issue the Memorandum to this letter to all:
 - optometrists, OMPs and body corporates on their Ophthalmic Lists for whom they are the Host Health Board;
 - community optometry practices in their Health Board area.

Yours sincerely,

Tom Ferris

Deputy Director
Dentistry and Optometry Division

30 May 2025

Addresses

For action

Chief Executives, Health Boards

For information

Chief Executive,
NHS National Services
Scotland

Health Board Optometric
Advisers

Enquiries to:

nss.psdGOSCPDclaims@nhs.scot

**MEMORANDUM TO NHS:
PCA(O)2025(03)**

Summary

1. This Memorandum advises on the details for optometrists and ophthalmic medical practitioners (OMP) eligible to claim a Continuing Professional Development (CPD) allowance for appropriate CPD they have undertaken in the 2024 calendar year.
2. Where this Memorandum has been received by an optometry practice via their NHS email account, it should be shared with all relevant practice staff.

CPD allowance eligibility criteria

3. A standard CPD allowance of £654 may be claimed by the following individuals:
 - optometrists (other than bodies corporate) who: were on the Ophthalmic List of a Health Board for a period of at least six months during 2024; have maintained their professional registration with the General Optical Council; **and** have undertaken appropriate CPD during 2024;
 - and
 - OMPs whose only remunerated medical or optical activity in 2024 was General Ophthalmic Services (GOS); were on the Ophthalmic List of a Health Board for a period of at least six months during 2024; have maintained their professional registration with the General Medical Council; **and** have undertaken appropriate CPD during 2024.
4. A higher CPD allowance of £979 may be claimed by optometrists who: were registered with a host Health Board as an independent prescriber (IP) optometrist for a period of at least six months during 2024; were on the Ophthalmic List of a Health Board for a period of at least six months during 2024; have maintained their professional registration with the General Optical Council and been registered as an IP optometrist during 2024; **and** have undertaken appropriate CPD during 2024.
5. Only one claim may be made in respect of appropriate CPD undertaken during the 2024 calendar year.

CPD allowance claims process

CPD allowance claim submission period

6. CPD allowance claims for appropriate CPD undertaken in 2024 will be able to be submitted to NHS National Services Scotland (NSS) **between Sunday 1 June and Thursday 31 July 2025 inclusive**. NSS intends to process payments for all valid CPD allowance claims after the claim submission period has ended.

7. **Under no circumstances will any CPD allowance claims received by NSS after Thursday 31 July be accepted.** Practitioners are advised to submit their CPD allowance claim in good time ahead of this date, and to read the NSS guidance referred to in paragraph 14 before proceeding to fill in the claim form.

Accessing the CPD allowance claim form

8. To access the CPD allowance claim form, optometrists and OMPs must have an active eOphthalmic system user account.
9. The CPD allowance claim form can be accessed by signing in to the eOphthalmic system at: <https://digitalwebforms.mhs.scot.nhs.uk>. The CPD allowance claim form will not be available before Sunday 1 June 2025.
10. If you currently submit your GOS, NHS optical voucher and/or Community Glaucoma Service claims via the eOphthalmic web form, or you have previously used the eOphthalmic system to submit a CPD allowance claim, you will use your existing eOphthalmic sign-in credentials and Personal Identification Number (PIN).
11. However, if your GOS and NHS optical voucher claims are submitted via a Practice Management System and you have not previously used the eOphthalmic system to submit a CPD allowance claim, you must set up a user account for the eOphthalmic system in order to access the form and submit your claim. NSS has published detailed guidance on how to set up an eOphthalmic account at: <https://www.nss.nhs.scot/ophthalmic-services/eophthalmic/how-to-set-up-an-eophthalmic-account/>.
12. Access to the eOphthalmic system is via the Scottish Wide Area Network (SWAN). If you access NHS systems via an IPsec tunnel and experience any technical issues in accessing or submitting the CPD allowance claim, you should contact your corporate IT team in the first instance.
13. An exception process has been established for claimants who no longer have access to eOphthalmic (e.g. retired individuals) and who cannot therefore set up an eOphthalmic account as outlined above. It is anticipated that this will apply only to those who are no longer on a Health Board's Ophthalmic List for the provision of GOS. Further information on how to make a claim via this process can be obtained by contacting NSS at: nss.psdGOSCPDclaims@nhs.scot.

Completing and submitting the CPD allowance claim form

14. NSS has published detailed guidance on how to complete and submit the CPD allowance claim form at: <https://www.nss.nhs.scot/ophthalmic-services/ophthalmic-claims-and-allowances/continuing-professional-development-cpd-allowance/>. Optometrists and OMPs are strongly advised to read this guidance before proceeding to fill in the claim form.

15. In the previous CPD allowance claims process, a small number of individuals queried why they had not received payment of the CPD allowance when they believed they had submitted a valid claim to NSS. After further investigation it was discovered that this was due to these individuals having initiated but not fully submitted a claim in the eOphthalmic system by the end of the claim period.

16. In order to avoid this situation occurring, please note the following:

- Selecting 'Validate and save' (which triggers a 'Form saved with ID [Reference Number]' message) in relevant areas of the claim form **does not** mean the form has been submitted to NSS. Submission of a claim to NSS is only triggered when: (1) the 'Submit' box is selected (this is initially greyed out and only turns 'green' and becomes selectable when all relevant 'Validate and save' actions have been selected and successfully completed); and (2) in the following pop-up window that appears, you enter a valid six digit PIN for the eOphthalmic system.
- Once you have completed the above steps and believe you have submitted the claim, you are advised to check that the 'Status' value in the 'My Forms Page' of eOphthalmic states 'Submitted'. If it does not, this indicates that the claim form has not been submitted and is instead an incomplete draft claim – in this circumstance you should edit the draft claim and proceed through to submission;
- If the 'Status' value in the 'My Forms Page' states 'Submitted' and you have not received a confirmation of receipt email from NSS on the second working day after submitting the claim form, you should first check the Spam/Junk folder of the email account you entered on the form. If, after that check, there is still no evidence of a confirmation of receipt email, you should email NSS (providing your Ophthalmic List Number) to ask for confirmation that the claim has been received.

Enquiries

17. Any queries regarding the content of this Memorandum should be emailed to NSS at: nss.psdGOSCPDclaims@nhs.scot.

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