NHS
Business Services Authority

eOPS and eOPS2 dashboard guidance

Interactive Contents

Use this interactive contents list to jump straight to the content you want to see.

Just click the titles below to go directly to that section:

eOPS - NHS England Ophthalmic Dashboard v1

Sight Tests

Vouchers

Supplements

Repairs, Replacements & Small Glasses

Finance

Benchmarking

Average Contractor

eOPS2 - NHS England Ophthalmic Dashboard v2

GOS 1 - Sight Tests

GOS 3 - Vouchers

GOS 3 - Supplements

GOS 4 - Repairs, Replacements & Small Glasses

GOS 6 - Mobile Sight Tests

Glossary

Getting more help

eOPS - NHS England Ophthalmic Dashboard v1

Dashboard Name

NHS England Ophthalmic Dashboard v1

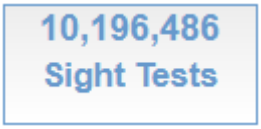
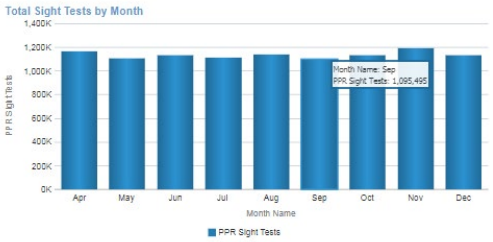
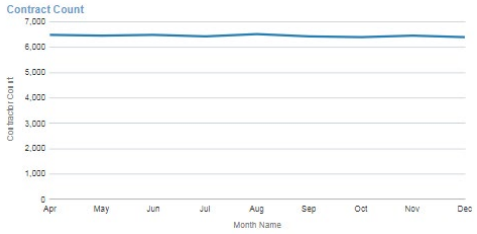
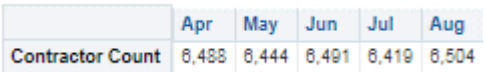
This is also referred to as eOPS.

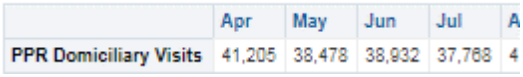
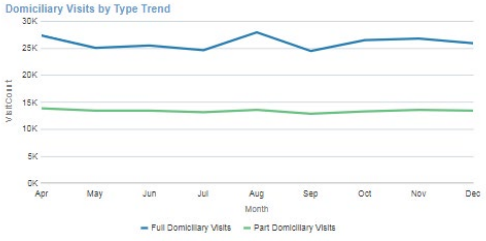
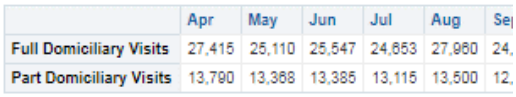
This section is designed to complement the NHSBSA eOPS Dashboard to provide context on the different types of analyses & information presented.

1. The Practice Profile Report (PPR) & Monthly Expenditure Report by Practice (MERP) are extracted once a month from Open Exeter & both are used to drive the content within eOPS.
2. Any activity analysis is solely derived from the Practice Profile Report & the Finance data comes from the Monthly Expenditure Report by Practice (MERP) only.
3. There is reference to the old Primary Care Trusts (PCTs) in the dashboard tool. The reason for this is because this is how the data is structured currently in Open Exeter.
4. There are two views available for most of the graphs – a graph view or a table view. Use the drop down immediately above a graph to switch between these views.
5. All references to Year refer to Financial Year and NOT Calendar Year.
6. Any item labelled with * means that this is a mandatory field & the User must choose a value or no results will be displayed.
7. Do make use of the hover text inside of graphs and other analysis. These can be useful to identify exactly each data point and other related information.
8. This guidance doesn't display every graphic or analysis available within eOPS, for instance GOS 4 Repairs have been described but additional graphs & tables for GOS 4 Replacements and GOS 4 Small Glasses have been omitted. The logic applied to one can apply to all similar graphs.

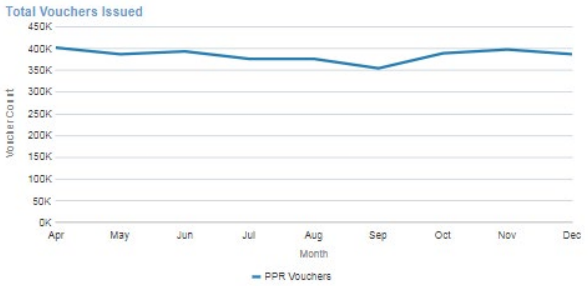
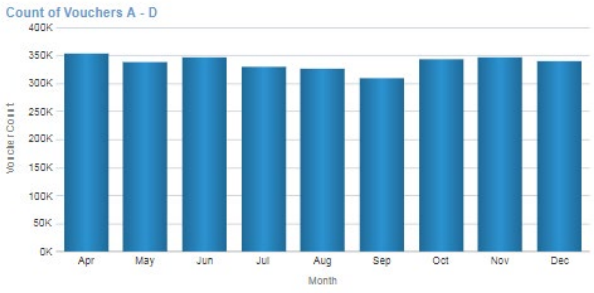
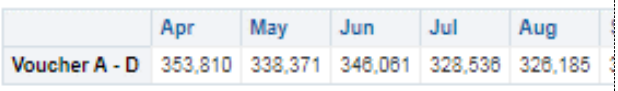
For further help and guidance, you can contact the NHSBSA Ophthalmic Insight team at: nhsbsa.ophthalmicinsight@nhs.net

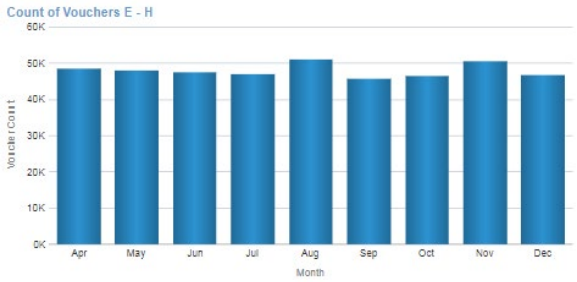
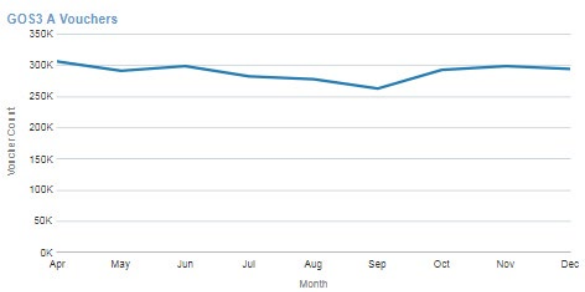
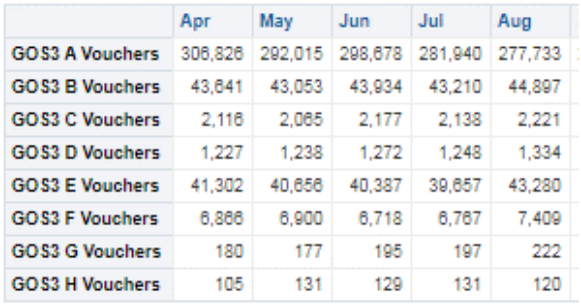
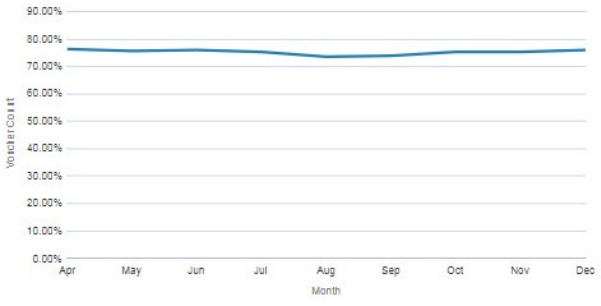
Sight Tests

Analysis Name	Analysis Description	Image
Total Contracts	The total count of NHS GOS Contracts where NHS Sight Test count > 0, for the Organisation level and FY selected.	
Total Sight Tests	Total count of all NHS Sight Tests, for the Organisation level and FY selected.	
Total Sight Test Bar Graph	A graph showing the count of total NHS Sight Tests by Month, for the FY selected.	
Total Sight Test Pivot Table	A table of values showing the total count of NHS Sight Tests by month, for the FY selected.	
Contract Count Line Graph	A line graph showing the count of contracts by month providing NHS Sight Tests by month, for the FY selected.	
Contract Count Pivot Table	A table of values showing the count of contracts per month, which provided an NHS Sight Test for the FY selected.	

Total Contract Count	Total contract count where at least 1 domiciliary visit has been recorded	
Total Visits	Total count of visits for the FY selected.	
Total Full Visits	Total count of FULL visits, for FY selected.	
Total Part Visits	Total count of PART visits, for FY selected.	
Total Domiciliary Visit Graph	Total count of all Domiciliary Visits by month, for the FY selected.	
Total Domiciliary Visit Table	Total count of all Domiciliary Visits by month, for the FY selected.	
Domiciliary Visit by Type Graph	A line graph which plots the count of visit type by month, for the FY selected.	
Domiciliary Visit by Type Table	A table showing the values of the visit types by month, for the FY selected.	

Vouchers

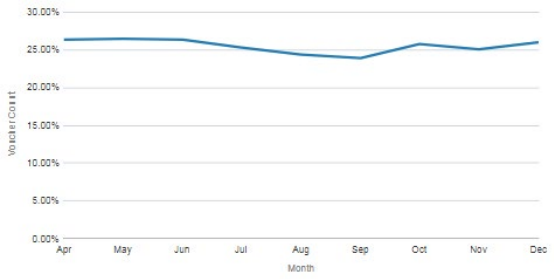
Total Vouchers	Shows the count of ALL vouchers issued for the Organisation level for FY selected.	
Voucher A-D	Shows the total count of vouchers A-D, for FY selected.	
Voucher E-H	Shows the total count of vouchers E-H, for the FY selected.	
Total Vouchers Graph	A graph showing the total count of ALL vouchers by month, for the FY selected.	
Total Vouchers Table	A table showing the total count of all vouchers, by month for the FY selected.	
Voucher A-D Graph	A graph showing the count of vouchers A-D by month for the FY selected	
Voucher A-D Table	A table of values detailing the total count of voucher A-	

	D, by month for the FY selected	
Voucher E-H Graph	A graph showing the total voucher E-H count, for the FY selected.	
Voucher E-H Table	A table showing the total voucher E-H count, for the FY selected.	
Volume of A Voucher Graph	A graph allowing the user to choose an individual voucher to view the voucher count by month, for the FY selected.	
Voucher Table	A table of values that gives a total count by month, for each voucher type for the FY selected.	
% of Vouchers by Type Graph	A graph visualising the % of all vouchers issued per month (e.g. 76.27% of Vouchers issued in April, were for A Vouchers).	

	Apr	May	Jun	Jul	Aug	Sep
Voucher E - H	48,453	47,864	47,429	46,752	51,031	45,501

	Apr	May	Jun	Jul	Aug
GOS3 A Vouchers	306,826	292,015	298,678	281,940	277,733
GOS3 B Vouchers	43,641	43,053	43,934	43,210	44,897
GOS3 C Vouchers	2,116	2,065	2,177	2,138	2,221
GOS3 D Vouchers	1,227	1,238	1,272	1,248	1,334
GOS3 E Vouchers	41,302	40,656	40,387	39,657	43,280
GOS3 F Vouchers	6,866	6,900	6,718	6,767	7,409
GOS3 G Vouchers	180	177	195	197	222
GOS3 H Vouchers	105	131	129	131	120

<table>
<tr>
<td>% of Vouchers by Type

Table</td>
<td>A table of values showing the proportion of voucher issues for all voucher types</td>
<td>
<table>
<tr><th></th><th>Apr</th><th>May</th><th>Jun</th><th>Jul</th><th>Aug</th><th>S</th></tr>
<tr><td>% A Vouchers</td><td>76.27%</td><td>75.61%</td><td>75.90%</td><td>75.13%</td><td>73.63%</td><td>7</td></tr>
<tr><td>% B Vouchers</td><td>10.85%</td><td>11.15%</td><td>11.17%</td><td>11.51%</td><td>11.90%</td><td>1</td></tr>
<tr><td>% C Vouchers</td><td>0.53%</td><td>0.53%</td><td>0.55%</td><td>0.57%</td><td>0.59%</td><td></td></tr>
<tr><td>% D Vouchers</td><td>0.31%</td><td>0.32%</td><td>0.32%</td><td>0.33%</td><td>0.35%</td><td></td></tr>
<tr><td>% E Vouchers</td><td>10.27%</td><td>10.53%</td><td>10.26%</td><td>10.57%</td><td>11.47%</td><td>1</td></tr>
<tr><td>% F Vouchers</td><td>1.71%</td><td>1.79%</td><td>1.71%</td><td>1.80%</td><td>1.96%</td><td></td></tr>
<tr><td>% G Vouchers</td><td>0.04%</td><td>0.05%</td><td>0.05%</td><td>0.05%</td><td>0.06%</td><td></td></tr>
<tr><td>% H Vouchers</td><td>0.03%</td><td>0.03%</td><td>0.03%</td><td>0.03%</td><td>0.03%</td><td></td></tr>
</table>
</td>
</tr>
<tr>
<td>% Sight Test per Voucher Type Graph</td>
<td>A line graph showing the % of total NHS Sight Tests that generated a voucher type (e.g. 26.38% of Sight Tests generated an A Voucher in April).</td>
<td> 
</td>
</tr>
<tr>
<td>% Sight Test per Voucher Type Table</td>
<td>A table of values showing the proportion of voucher issues for all sight tests</td>
<td>
<table>
<tr><th></th><th>Apr</th><th>May</th><th>Jun</th><th>Jul</th><th>Aug</th><th>Sep</th></tr>
<tr><td>% A Vouchers</td><td>26.38%</td><td>26.49%</td><td>26.38%</td><td>25.36%</td><td>24.44%</td><td>23.95%</td></tr>
<tr><td>% B Vouchers</td><td>3.75%</td><td>3.91%</td><td>3.88%</td><td>3.89%</td><td>3.95%</td><td>3.99%</td></tr>
<tr><td>% C Vouchers</td><td>0.18%</td><td>0.19%</td><td>0.19%</td><td>0.19%</td><td>0.20%</td><td>0.19%</td></tr>
<tr><td>% D Vouchers</td><td>0.11%</td><td>0.11%</td><td>0.11%</td><td>0.11%</td><td>0.12%</td><td>0.11%</td></tr>
<tr><td>% E Vouchers</td><td>3.55%</td><td>3.69%</td><td>3.57%</td><td>3.57%</td><td>3.81%</td><td>3.51%</td></tr>
<tr><td>% F Vouchers</td><td>0.59%</td><td>0.63%</td><td>0.59%</td><td>0.61%</td><td>0.65%</td><td>0.62%</td></tr>
<tr><td>% G Vouchers</td><td>0.02%</td><td>0.02%</td><td>0.02%</td><td>0.02%</td><td>0.02%</td><td>0.01%</td></tr>
<tr><td>% H Vouchers</td><td>0.01%</td><td>0.01%</td><td>0.01%</td><td>0.01%</td><td>0.01%</td><td>0.01%</td></tr>
</table>
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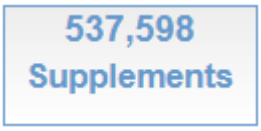
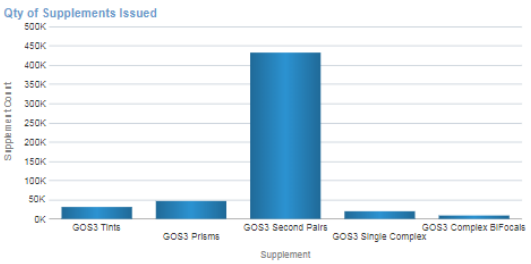
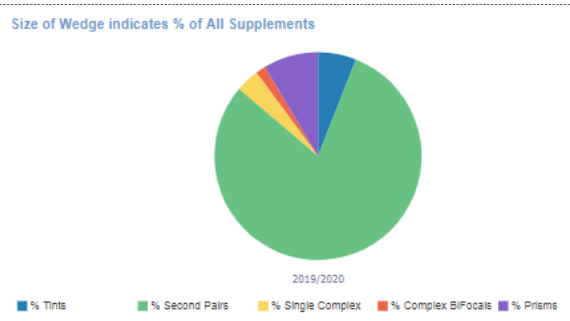
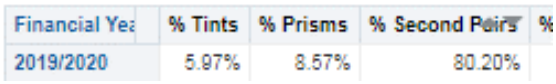
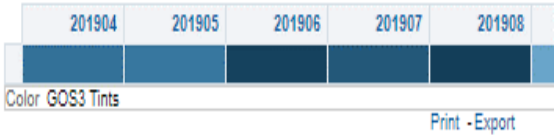
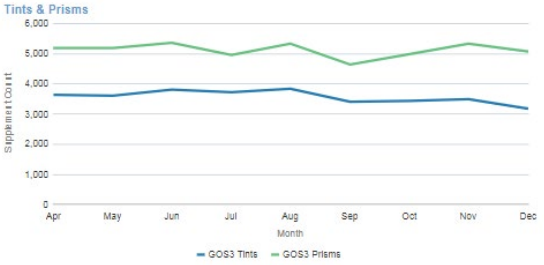
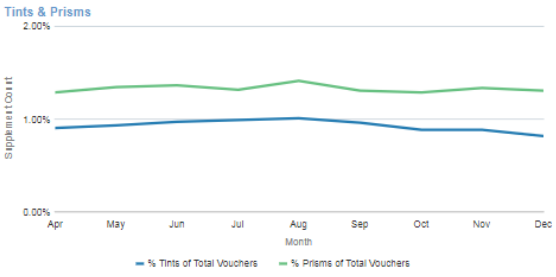
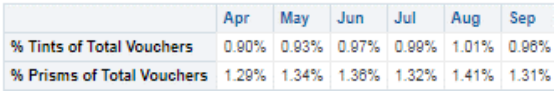
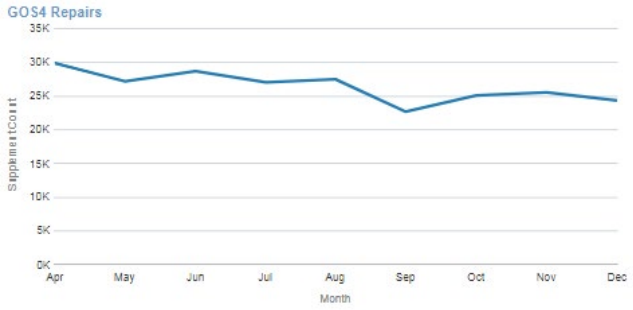
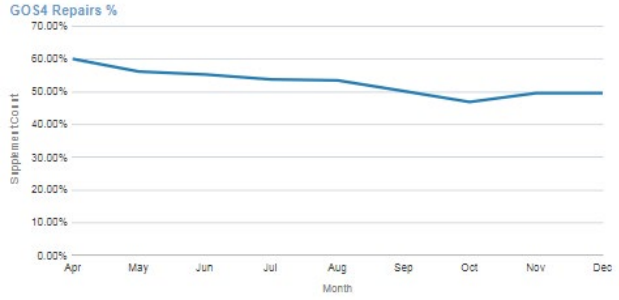
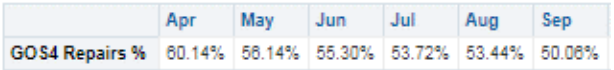
Supplements

Total Supplements	The total count of all supplements, for the Organisation level or FY selected.	
Total Tints	Shows the count of all Tints for the FY selected.	
Total Prisms	Shows the count of all Prisms for the FY selected.	
Total Second Pairs	Shows the count of Second Pairs for the FY selected.	
Total Single Complex	Shows the count of Single Complex lenses for the FY selected.	
Total Complex Bifocals	Shows the count of Complex Bifocals for the FY selected.	
Supplement Quantity Graph	A bar graph (histogram) that shows the total count by supplement for the FY selected.	
Supplement Qty Table	A table of values that provides the count by supplement, for the FY selected.	

Financial Year	GOS3 Tints	GOS3 Prisms	GOS3 Second Pairs	GOS3 Single Complex	GO
2019/2020	32,089	46,056	431,178	19,890	

Supplement % Graph	A pie chart showing the % of all supplements claimed, for FY selected (e.g. 80.20% of supplements were 2nd pairs in 2019/20).	
Supplement % Table	A table of values with the supplement % breakdown	
Heat Map Tints	A heat map showing the volume of supplement by month – the darker the colour, the greater the volume.	
Tint and Prism Graph – Quantity	A graph which visualises the quantity of supplement issued by month	
Tint and Prism Table – Quantity	A table of values for the quantity of supplement issued by month for the selected FY.	
% Supplement to Vouchers Issued Graph	The % of Vouchers where a supplement was issued (e.g. in August, 1.01% of vouchers had a tint supplement).	
% Supplement to Vouchers Issued Table	The above analysis, but in tabular form	

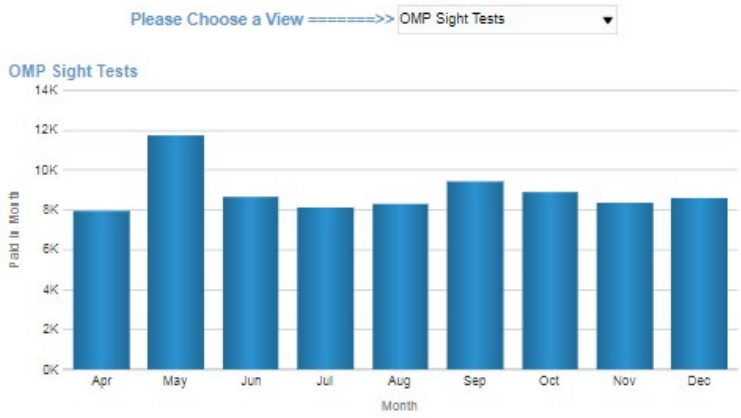
Repairs, Replacements & Small Glasses

Total Repairs	Shows the total count of Repairs claimed.	
Total Replacements	Shows the total count of Replacements claimed.	
Total Small Glasses	Shows the total count of Small Glasses claimed.	
Repair Graph - Quantity	A graph showing the count of chosen supplement, by month for the FY selected.	
Repair Table – Quantity	A table of values describing the counts of each supplement by month, for the FY selected.	
Repairs Graph - %	% of all repairs issued, by month for the FY selected.	
Repair Table - %	A table of values describing the % of all repairs claimed in month, for the FY selected.	

	Apr	May	Jun	Jul	Aug	Sep	Oct
GOS4 Repairs	29,839	27,160	28,757	27,083	27,411	22,729	25,084

	Apr	May	Jun	Jul	Aug	Sep
GOS4 Repairs %	60.14%	56.14%	55.30%	53.72%	53.44%	50.06%

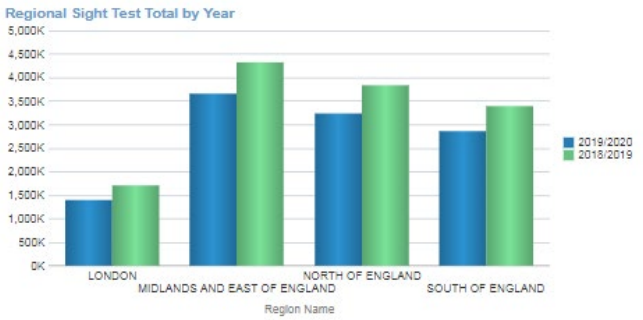
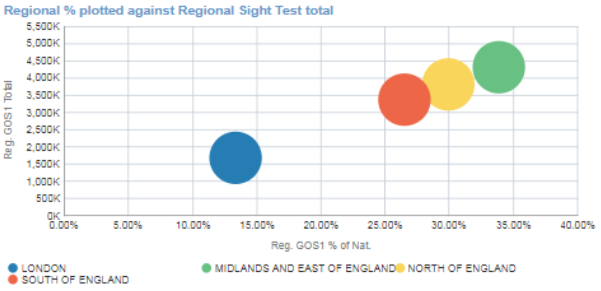
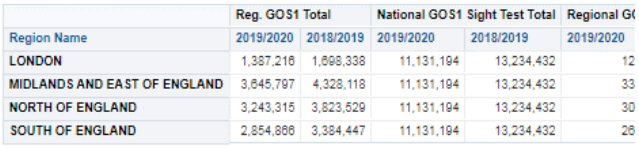
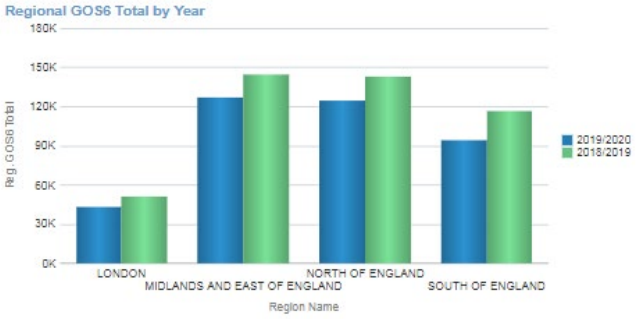
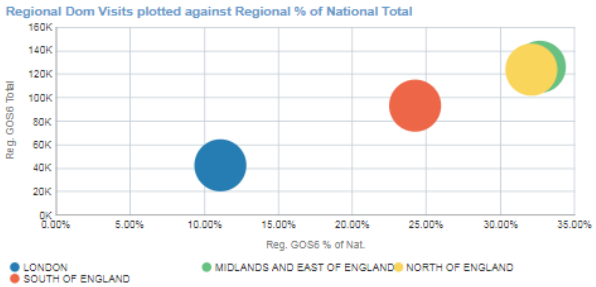
Finance

OMP Sight Tests.	A graph showing the value to the Contract for the selected metric.	
Financial Summary.	A table to reflect the information found in the original MERP report and shows the financial summaries.	

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
OMP Sight Tests	7,949	11,699	8,652	8,119	8,290	9,419	8,886	8,332	8,588
OO Sight Tests	24,775,198	23,475,181	24,119,915	23,687,131	24,206,604	23,335,579	24,154,246	25,384,664	24,120,363
Total Sight Tests	**24,783,146**	**23,486,880**	**24,128,567**	**23,695,250**	**24,214,894**	**23,344,998**	**24,163,132**	**25,392,996**	**24,128,951**
OO Dom Fees	1,159,108	1,068,096	1,084,050	1,048,947	1,176,890	1,041,967	1,118,811	1,135,696	1,097,514
OMP Dom Fees	0	432	1,127	0	0	1,033	0	0	113
Total Dom Fees	**1,159,108**	**1,068,528**	**1,085,177**	**1,048,947**	**1,176,890**	**1,043,001**	**1,118,811**	**1,135,696**	**1,097,627**
Vouchers Excl. POS	18,468,103	17,824,684	18,124,747	17,362,073	17,627,007	16,518,352	17,928,083	18,382,255	17,793,177
Voucher POS Fee	17,868	17,064	17,455	16,582	16,510	15,645	17,238	17,499	17,099
Hospital Eye Services Vouchers	0	0	0	0	0	0	0	0	0

Benchmarking

This section provides some benchmarking at Regional or Commissioner Level depending on the page you select.

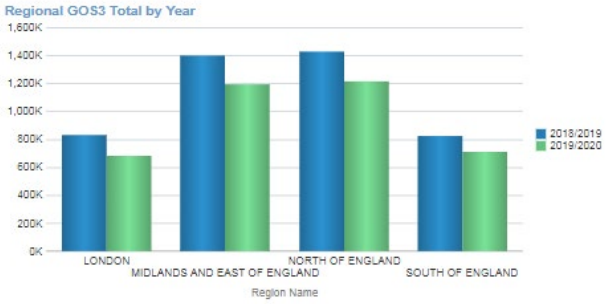
Total NHS Sight Tests Bar Graph	This shows the total count of NHS Sight Tests, by RT/AT or by Year.	
Total Sight Test Bubble Graph	This shows the total NHS Sight Tests by RT/AT & the % of the National Total for each.	
Total Sight Test Table	This provides an at-a-view glance of the above two analysis	
Total Visit Bar Graph	This shows the total count of Domiciliary Visits by RT/AT & by FY.	
Total Domiciliary Visit Bubble Graph	This shows the total count of Domiciliary Visits by RT, plotted against the % of National Total.	

	Reg. GOS1 Total		National GOS1 Sight Test Total		Regional GO
Region Name	2019/2020	2018/2019	2019/2020	2018/2019	2019/2020
LONDON	1,387,216	1,698,338	11,131,194	13,234,432	12
MIDLANDS AND EAST OF ENGLAND	3,645,797	4,328,118	11,131,194	13,234,432	33
NORTH OF ENGLAND	3,243,315	3,823,529	11,131,194	13,234,432	30
SOUTH OF ENGLAND	2,854,866	3,384,447	11,131,194	13,234,432	26

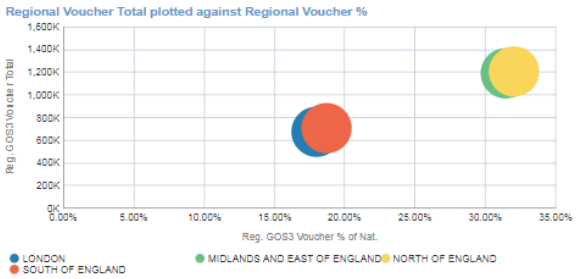
Total Domiciliary Visit Table	This is the table of values for the prior two graphs.	

	Regional GOS6 Visit Total		National GOS6 Visit Total		Region GOS6 Visit % of Nation	
Region Name	2019/2020	2018/2019	2019/2020	2018/2019	2019/2020	2018/2019
LONDON	42,994	50,919	388,140	454,657	11.08%	11.20%
MIDLANDS AND EAST OF ENGLAND	126,740	144,607	388,140	454,657	32.65%	31.81%
NORTH OF ENGLAND	124,517	142,826	388,140	454,657	32.08%	31.41%
SOUTH OF ENGLAND	93,889	116,305	388,140	454,657	24.19%	25.58%

Total Voucher Bar Graph	This shows the total count of Vouchers claimed by RT/AT and Year	



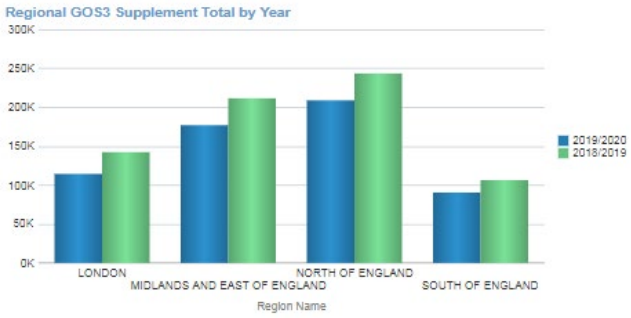
Total Voucher Bubble Graph	This shows the total count of Vouchers claimed by RT/AT by Year, plotted against the % of All Vouchers	



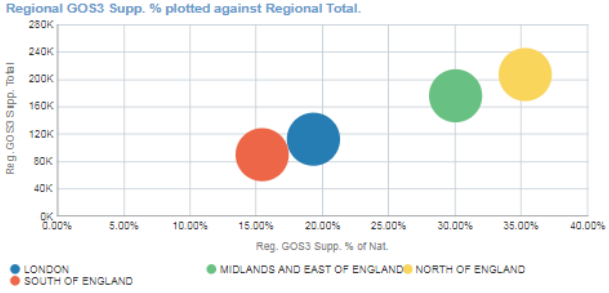
Total Voucher Table	This is the table of values for the preceding two graphs	

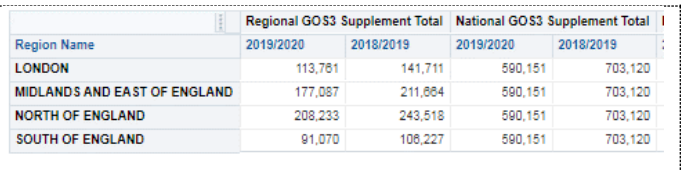
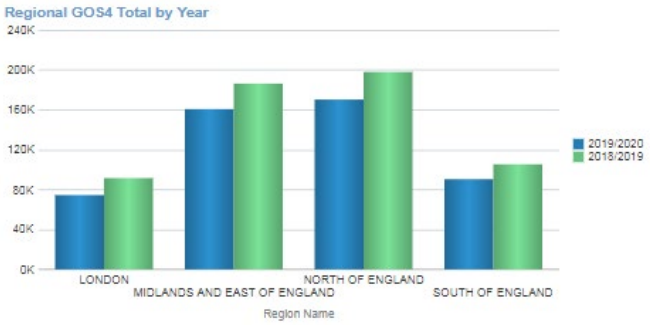
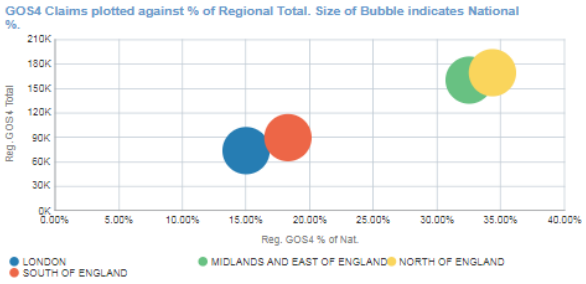
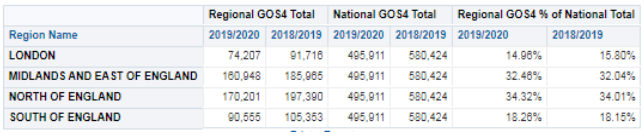
	Reg. GOS3 Voucher Total		Nat. GOS3 Voucher Total		Reg. GOS3 Voucher % of Nat.	
Region Name	2018/2019	2019/2020	2018/2019	2019/2020	2018/2019	2019/2020
LONDON	827,493	682,723	4,466,788	3,799,697	18.53%	17.97%
MIDLANDS AND EAST OF ENGLAND	1,394,237	1,193,340	4,466,788	3,799,697	31.21%	31.41%
NORTH OF ENGLAND	1,421,597	1,215,085	4,466,788	3,799,697	31.83%	31.98%
SOUTH OF ENGLAND	823,461	708,549	4,466,788	3,799,697	18.44%	18.65%

Total Supplements Bar Graph	This shows the total Supplements* by RT/AT & Year.	



Total Supplements Bubble Graph	This shows the total Supplements* by RT/AT & Year plotted against the % of National Total	



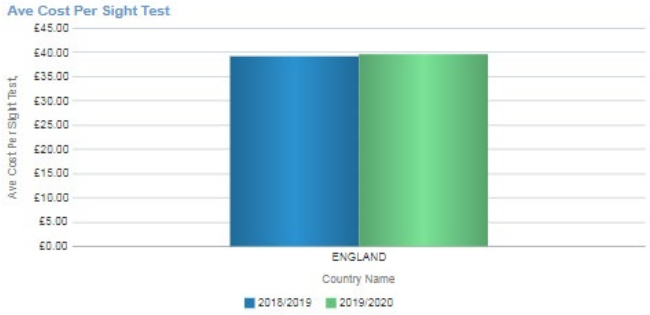
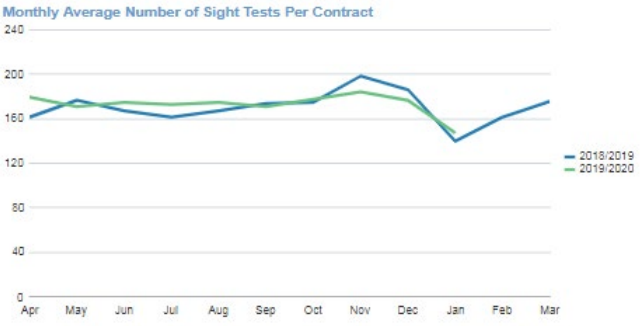
Total Supplements Table	A table of values for the preceding two graphs.	
Total Repairs/ Replace & Small Glasses Bar Graph	This shows the total count of all claimed by RT/AT & FY selected.	
Total Repairs/ Replace & Small Glasses Bubble Graph	This shows the total count of all claimed by RT/AT & FY selected. This also plots each Region/AT against the National Total for GOS 4 Repairs, Replacements etc.	
Total Repairs/ Replace & Small Glasses Table	This is a table of values for the prior two graphs.	

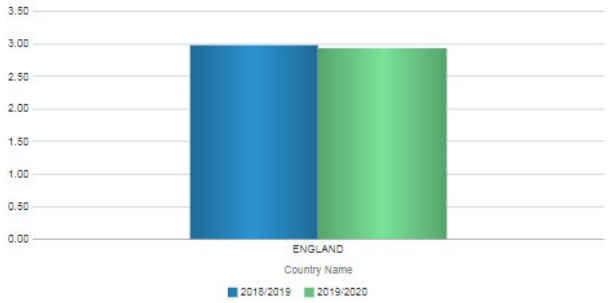
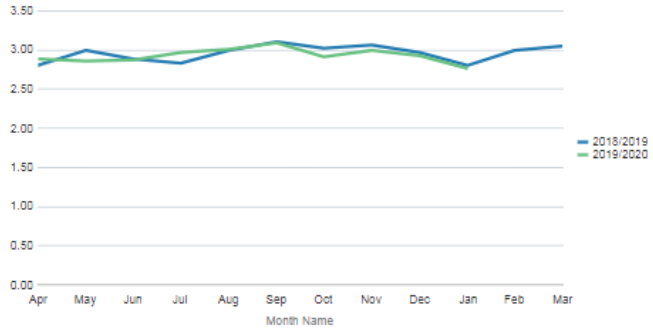
	Regional GOS3 Supplement Total		National GOS3 Supplement Total	
Region Name	2019/2020	2018/2019	2019/2020	2018/2019
LONDON	113,761	141,711	590,151	703,120
MIDLANDS AND EAST OF ENGLAND	177,087	211,664	590,151	703,120
NORTH OF ENGLAND	208,233	243,518	590,151	703,120
SOUTH OF ENGLAND	91,070	106,227	590,151	703,120

	Regional GOS4 Total		National GOS4 Total		Regional GOS4 % of National Total	
Region Name	2019/2020	2018/2019	2019/2020	2018/2019	2019/2020	2018/2019
LONDON	74,207	91,716	495,911	580,424	14.96%	15.80%
MIDLANDS AND EAST OF ENGLAND	160,948	185,965	495,911	580,424	32.46%	32.04%
NORTH OF ENGLAND	170,201	197,390	495,911	580,424	34.32%	34.01%
SOUTH OF ENGLAND	90,555	105,353	495,911	580,424	18.26%	18.15%

Average Contractor

This section splits out at varying Organisation levels, however, these are just the mean values for each of the reported indicators. This does tell you useful anecdotal facts about the GOS landscape, such as the average cost of a Sight Test by Region or the Average number of Sight Tests per Voucher.

Average Claim by Contract	This is the average financial claim for a theoretical Contract for the Organisation Level selected.	
Average Cost Per Sight Test	This is the Average cost of a Sight Test for the Organisation Level selected.	
Average Sight Test Count Per Contract	This shows the Average number of NHS Sight Tests claimed by a Contract at the Organisation Level selected.	
Monthly Average Sight Test Count by Contract	This shows the average number of NHS Sight Tests performed by a Contract at the Organisation Level selected.	

Average number of Sight Tests per Voucher	This shows the average number of NHS Sight Tests performed, before a voucher is issued.	
Average number of Sight Tests per Voucher by Month.	This shows the analysis immediately above, but by month	

eOPS2 - NHS England Ophthalmic Dashboard v2

Dashboard Name

NHS England Ophthalmic Dashboard v2

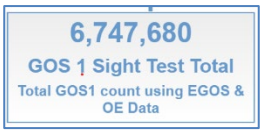
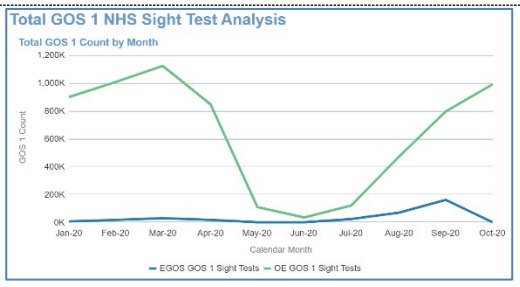
This is also referred to as eOPS2.

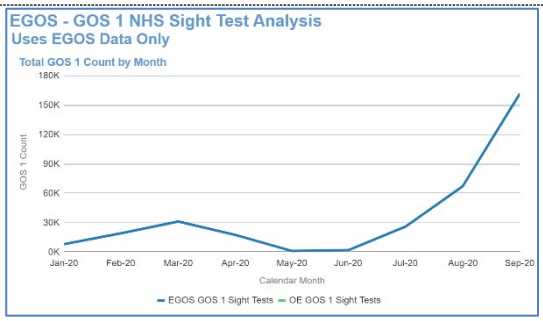
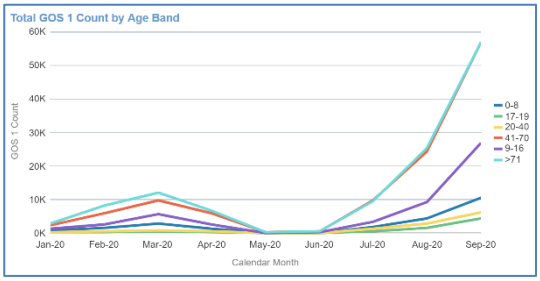
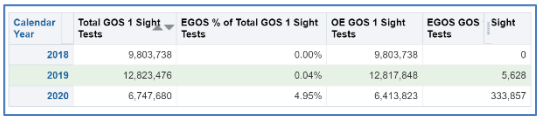
This section is designed to complement the NHSBSA eOPS2 v2 Dashboard to provide context on the different types of analyses & information presented.

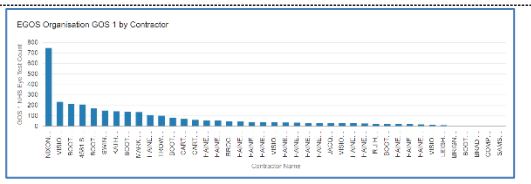
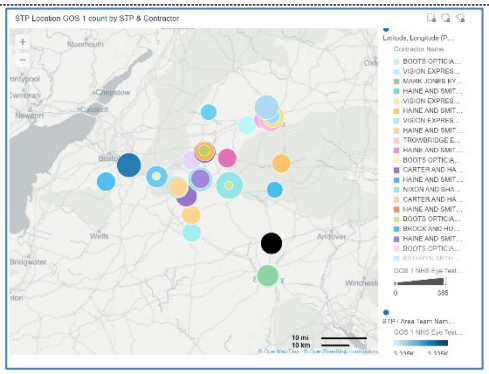
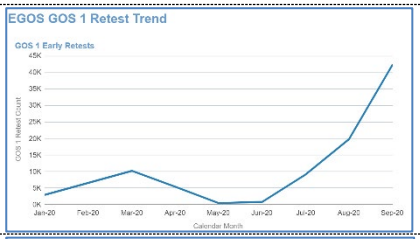
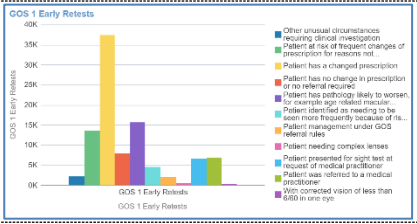
1. eOPS2 uses a claim level patient dataset from PCSE.
2. All reports are currently based on 7 NHS regions & 42 Sustainability and Transformation Partnerships (STPs)
3. All references to Year refer to Calendar Year and NOT Financial Year.
4. Do make use of the hover text inside of graphs and other analysis. These can be useful to identify exactly each data point and other related information.
5. This guidance doesn't display every graphic or analysis available within eOPS, for instance GOS 4 Repairs have been described but additional graphs & tables for GOS 4 Replacements and GOS 4 Small Glasses have been omitted. The logic applied to one can apply to all similar graphs.

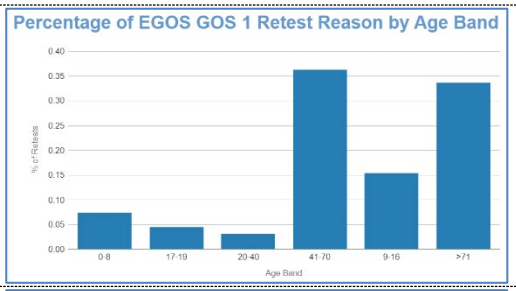
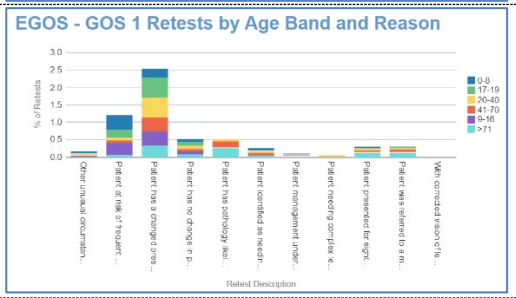
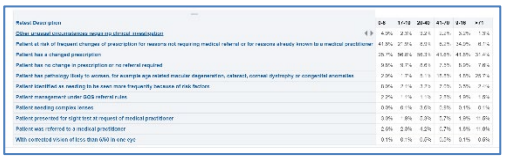
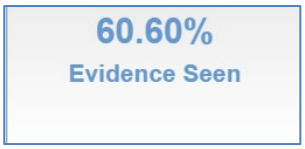
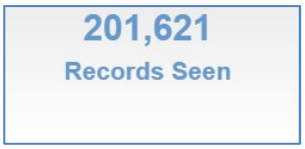
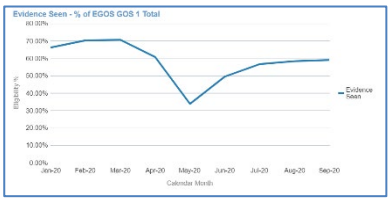
For further help and guidance, you can contact the NHSBSA Ophthalmic Insight team at: nhsbsa.ophthalmicinsight@nhs.net

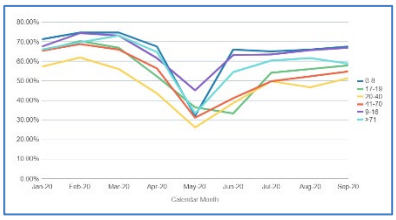
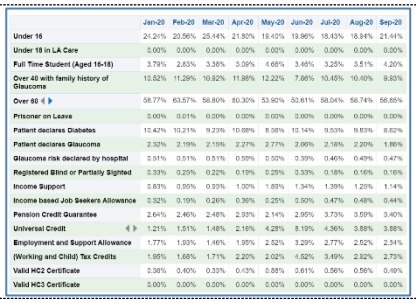
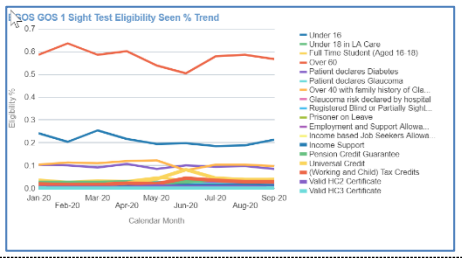
GOS 1 - Sight Tests

Analysis Name	Analysis Description	Image
Total GOS 1 Sight Tests	The total count of all NHS GOS 1 Sight Tests Contracts where NHS Sight Test count > 0, for the Organisation level and Calendar Year/Month selected.	
EGOS % of total GOS 1 sight tests	% of total count of all GOS 1 Sight Tests which are EGOS, for the Organisation level and FY selected.	
Total OE GOS 1 sight tests	The total count of NHS GOS 1 Sight Tests Contracts as reported in Open Exeter where NHS Sight Test count > 0, for the Organisation level and Calendar Year/Month selected.	
Total EGOS GOS 1 sight tests	The total count of NHS EGOS 1 Sight Tests Contracts as where NHS Sight Test count > 0, for the Organisation level and Calendar Year/Month selected.	
Total GOS 1 Sight Tests Line Graph	A Line graph showing the count of total GOS 1 Sight Tests by Month, for the Calendar Year selected.	

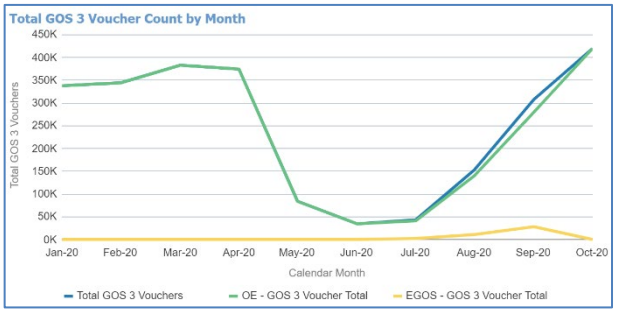
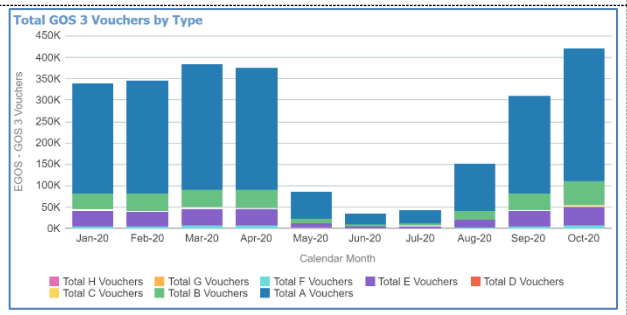
Total GOS 1 Sight Test Pivot Table	A table of values showing the total count of GOS 1 Sight Tests by month, for the Calendar Year selected.	
Total EGOS - GOS 1 Sight Tests Line Graph	A Line graph showing the count of total GOS 1 Sight Tests by Month, for the Calendar Year selected.	
Total GOS 1 Sight Tests Age Band Line Graph	A Line graph showing the count of total GOS 1 Sight Tests by Month, for the Calendar Year selected split by age band	
Total GOS 1 Sight Tests by Year Line Graph	A Line graph showing the count of total GOS 1 Sight Tests by Calendar Year.	
Total GOS 1 Sight Tests by Year Pivot Table	A table of values showing the total count of GOS 1 Sight Tests by Calendar Year.	
EGOS - Total GOS1	Total count of EGOS GOS1.	
Reporting Orgs	Total count of the reporting organisation	

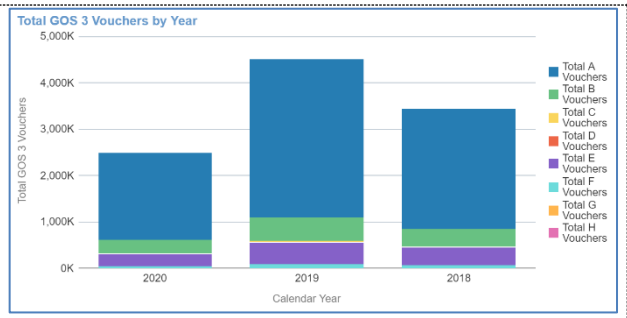
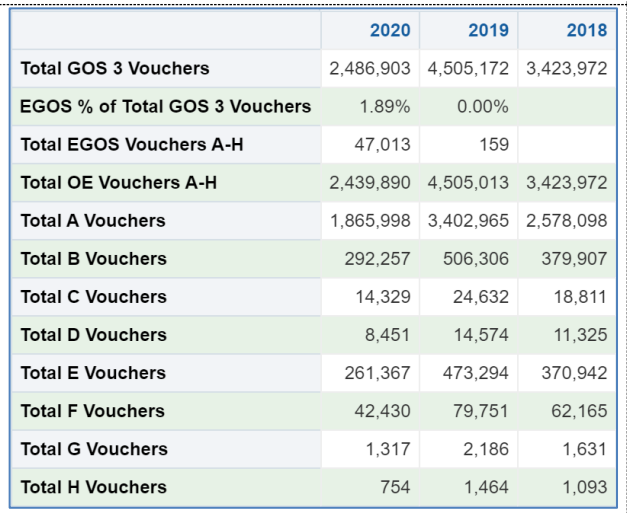
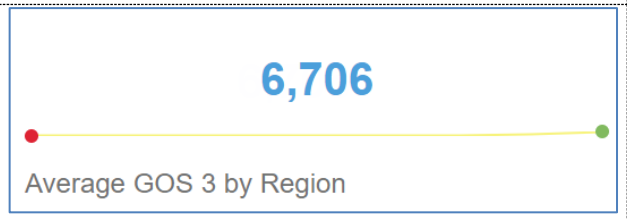
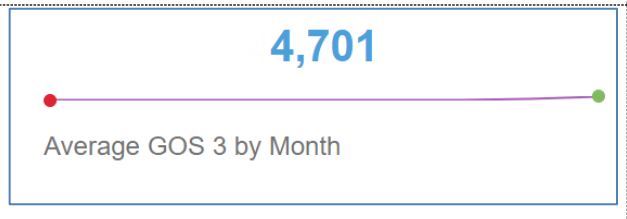
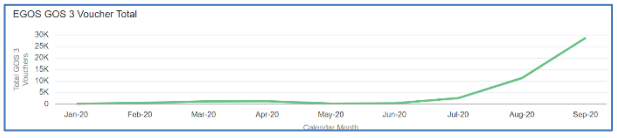
GOS 1 Average per Org	Average count of GOS 1 per organisation	
EGOS GOS 1 Count by Month	Count of EGOS GOS 1 by month for the time period and organisation selected	
EGOS GOS1 by Contractor	Count of EGOS GOS 1 by Contractor for the time period and organisation selected	
GOS 1 count by STP & Contactor	Map showing the GOS 1 count by STP & Contractor, the larger the bubble indicates the higher GOS 1 count	
EGOS – GOS 1 Retest Summary	Count of total GOS 1 resets for the time period & organisation selected	
EGOS GOS 1 Retest Trend	Line chart showing the trend of the count of EGOS GOS 1 retests for the time period & organisation selected	
EGOS GOS 1 Retest total by Reason	Chart showing the count of EGOS GOS 1 retests by reason for the time period & organisation selected	
EGOS GOS 1 Retest Count by Retest Reason	Table showing the count of EGOS GOS 1 retests by reason for the time period & organisation selected	

Percentage of EGOS GOS 1 Retest Reason by Age Band	Chart showing the trend of the percentage of EGOS GOS 1 retests by age band for the time period & organisation selected	
EGOS - GOS 1 Retests by Age Band and Reason	Chart showing the trend of the percentage of EGOS GOS 1 retests by reason & age band for the time period & organisation selected	
Percentage of EGOS GOS 1 Retest Reason by Age Band	Table showing the trend of the percentage of EGOS GOS 1 retests by reason & age band for the time period & organisation selected	
EGOS - GOS 1 Eligibility Indicators – Evidence seen	Percentage of EGOS – GOS 1 where evidence has been seen for the time period & organisation selected	
EGOS - GOS 1 Eligibility Indicators – Records seen	Count of total EGOS – GOS 1 records seen for the time period & organisation selected	
EGOS - GOS 1 Eligibility Indicators – Total records	Count of total EGOS – GOS 1 records for the time period & organisation selected	
Eligibility Seen % of EGOS - GOS 1 Sight Test Applications	Line chart showing the trend of the percentage of EGOS GOS 1 where evidence is seen for the time period & organisation selected	

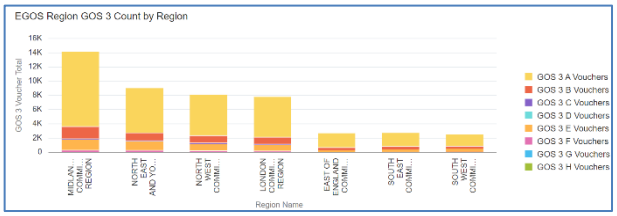
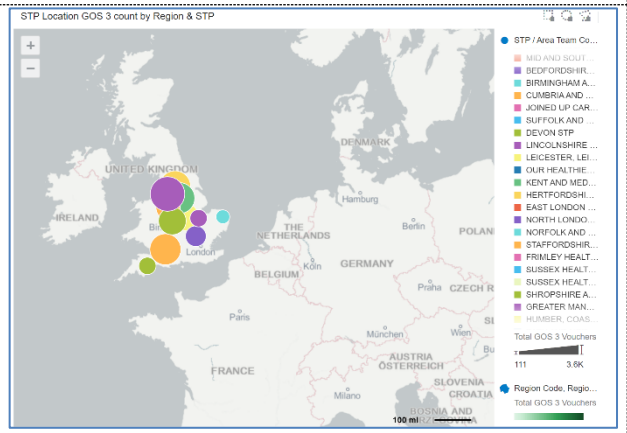
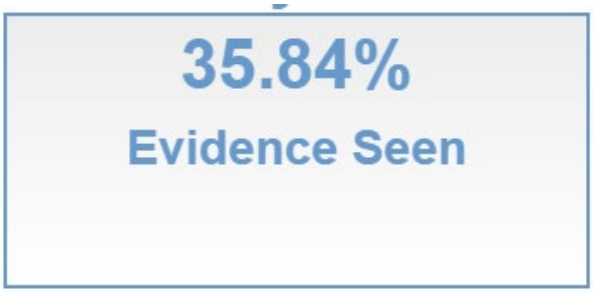
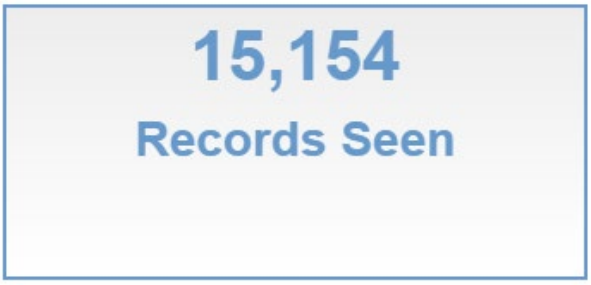
Eligibility Seen % of EGOS - GOS 1 Sight Test Applications	Line chart showing the trend of the percentage of EGOS GOS 1 by age band where evidence is seen for the time period & organisation selected	
Percentage of EGOS GOS 1 Sight Tests by Eligibility Reason	Pivot table showing the percentage of EGOS GOS 1 sight tests by eligibility reason for the time period & organisation selected	
Percentage of EGOS GOS 1 Sight Tests by Eligibility Reason	Line chart showing trend over time for the percentage of EGOS GOS 1 sight tests by eligibility reason for the time period & organisation selected	

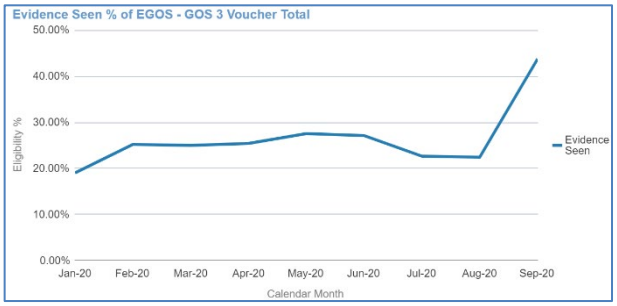
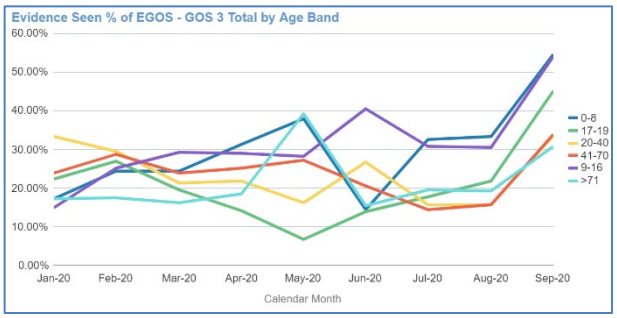
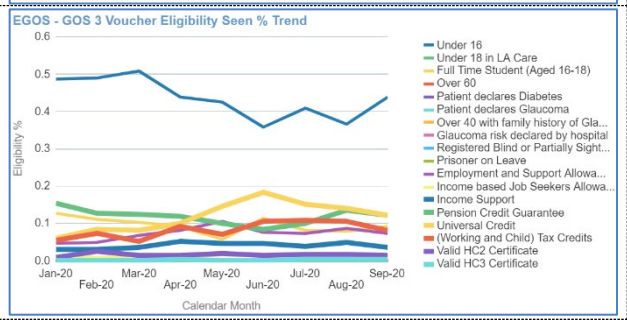
GOS 3 - Vouchers

Total GOS 3 Vouchers	Total OE & EGOS GOS 3 Vouchers This combines Paper and Electronic Total Voucher Counts (Not Claims)	
EGOS GOS 3 Voucher %	Tile showing the % of EGOS GOS 3 vouchers from all GOS 3 vouchers	
QR – GOS 3 Vouchers Total OE GOS 3 Vouchers	Tile showing the total OE GOS 3 vouchers	
Total GOS 3 voucher count by month	Line chart showing a monthly trend of the Total Gos 3 vouchers, OE – GOS 3 Voucher total and EGOS – GOS 3 Voucher total	
Total GOS 3 voucher by type	Bar chart showing the GOS 3 voucher type breakdown for each month	

Total GOS 3 Vouchers by Year	Bar chart showing the GOS 3 voucher type breakdown for each calendar year	
Table	Table of data broken down by calendar year	
EGOS GOS 3 Voucher Total	Shows the count of ALL vouchers issued for the Organisation level for selected time period.	
Average GOS 3 by Region	Shows the region average count of vouchers	
Average GOS 3 by Month	Shows the monthly average count of vouchers	
Total GOS 3 Vouchers Graph	A graph showing the total count of ALL vouchers by month, for the	

	2020	2019	2018
Total GOS 3 Vouchers	2,486,903	4,505,172	3,423,972
EGOS % of Total GOS 3 Vouchers	1.89%	0.00%	
Total EGOS Vouchers A-H	47,013	159	
Total OE Vouchers A-H	2,439,890	4,505,013	3,423,972
Total A Vouchers	1,865,998	3,402,965	2,578,098
Total B Vouchers	292,257	506,306	379,907
Total C Vouchers	14,329	24,632	18,811
Total D Vouchers	8,451	14,574	11,325
Total E Vouchers	261,367	473,294	370,942
Total F Vouchers	42,430	79,751	62,165
Total G Vouchers	1,317	2,186	1,631
Total H Vouchers	754	1,464	1,093

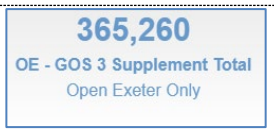
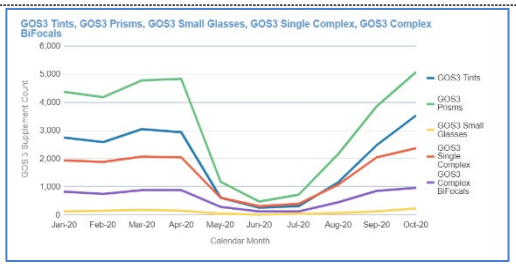
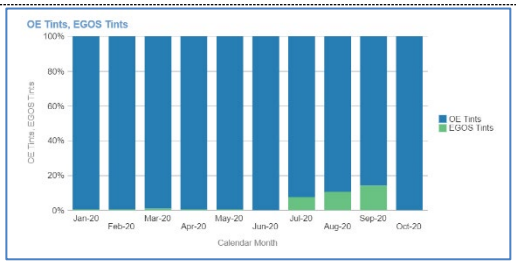
	selected time period.	
Voucher A-H Graph	A graph showing the count of vouchers A-H by region for the selected time period.	
STP Location GOS 3 Count by Region & STP	A map with bubbles representing the total count of GOS 3 by STP, for the selected time period	
EGOS - GOS 3 Eligibility Indicators – Evidence Seen	Percentage of EGOS – GOS 3 vouchers where evidence has been seen for the time period & organisation selected	
EGOS - GOS 3 Eligibility Indicators – Record Seen	Count of total EGOS – GOS 3 vouchers seen for the time period & organisation selected	
EGOS - GOS 3 Eligibility Indicators – Total Records	Count of total EGOS – GOS 3 vouchers for the time period & organisation selected	

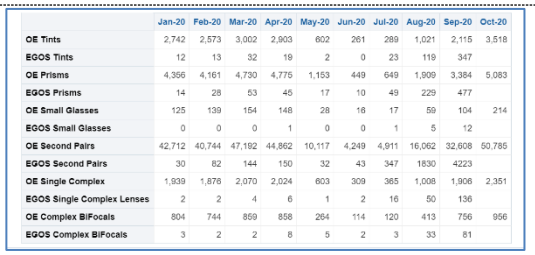
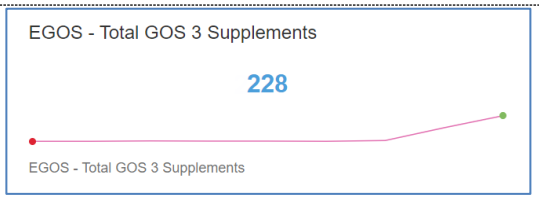
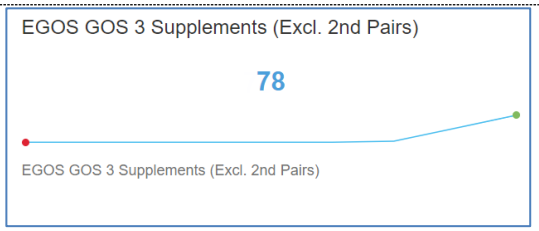
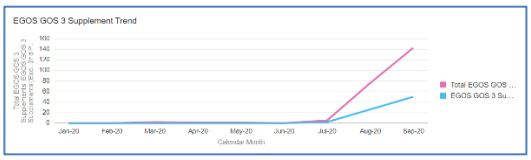
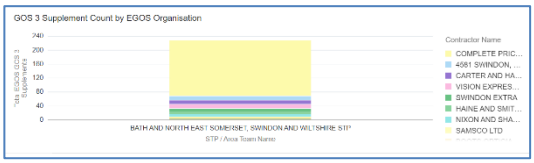
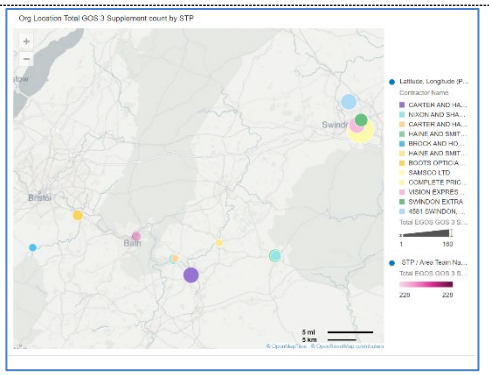
EGOS - GOS 3 Eligibility trend – Evidence Seen	Line chart showing the trend of the percentage of EGOS GOS 3 vouchers where evidence is seen for the time period & organisation selected	
EGOS - GOS 3 Eligibility trend – Evidence Seen by Age band	Line chart showing the trend of the percentage of EGOS GOS 3 vouchers by age band where evidence is seen for the time period & organisation selected	
EGOS - GOS 3 Eligibility Indicators	Pivot table showing the percentage of EGOS GOS 3 vouchers by eligibility reason for the time period & organisation selected	Percentage of EGOS - GOS 3 Optical Voucher Claims by Eligibility Reason
EGOS - GOS 3 Eligibility Indicators	Line chart showing trend over time for the percentage of EGOS GOS 3 vouchers by eligibility reason	

Percentage of EGOS - GOS 3 Optical Voucher Claims by Eligibility Reason

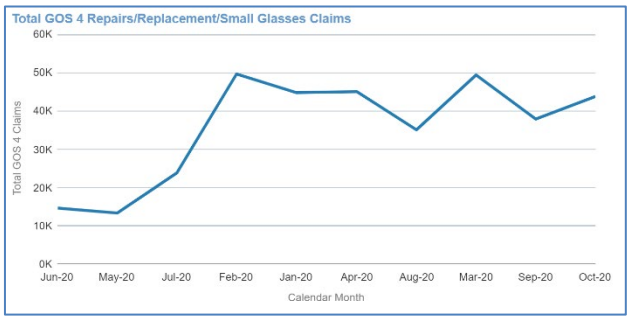
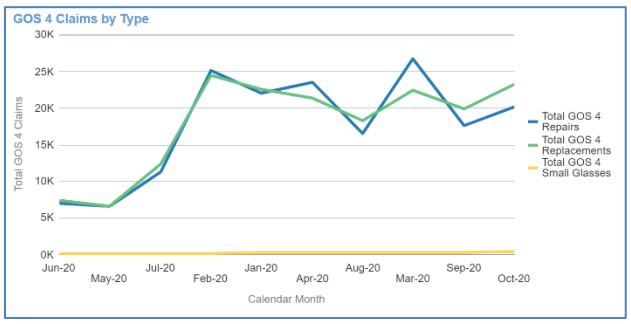
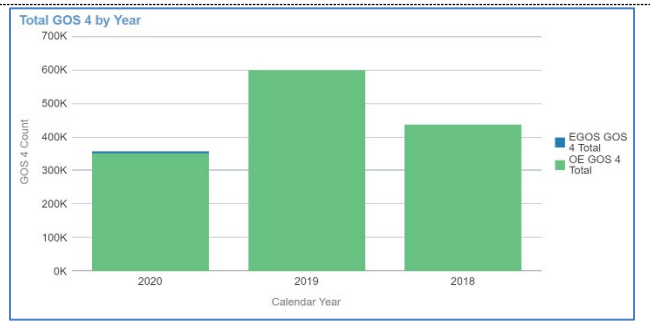
	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20
Under 16	48.73%	48.99%	50.84%	43.72%	42.62%	35.71%	41.00%	36.58%	43.74%
Under 18 in LA Care	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Full Time Student (Aged 16-18)	12.71%	11.19%	10.34%	9.26%	5.70%	11.22%	8.11%	7.80%	9.15%
Over 40 with family history of Glaucoma	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Over 60	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Prisoner on Leave	0.00%	0.00%	0.00%	0.08%	0.00%	0.00%	0.00%	0.00%	0.02%
Patient declares Diabetes	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Patient declares Glaucoma	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Glaucoma risk declared by hospital	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Registered Blind or Partially Sighted	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Income Support	2.97%	2.94%	3.54%	5.04%	4.70%	4.59%	3.73%	4.82%	3.65%
Income based Job Seekers Allowance	1.27%	0.73%	1.15%	0.58%	1.68%	1.28%	1.78%	1.61%	1.43%
Pension Credit Guarantee	15.25%	12.66%	12.47%	11.82%	10.07%	8.42%	10.02%	13.53%	12.20%
Universal Credit	5.93%	8.26%	8.05%	9.92%	14.43%	18.37%	15.00%	14.08%	12.09%
Employment and Support Allowance	4.66%	4.95%	6.81%	8.18%	10.40%	7.65%	7.30%	8.67%	7.22%
(Working and Child) Tax Credits	5.51%	7.34%	5.22%	9.17%	7.05%	10.46%	10.87%	10.44%	8.18%
Valid HC2 Certificate	0.85%	2.57%	1.41%	1.49%	2.01%	1.28%	1.62%	1.64%	1.44%
Valid HC3 Certificate	0.00%	0.18%	0.00%	0.25%	0.00%	0.00%	0.24%	0.26%	0.22%

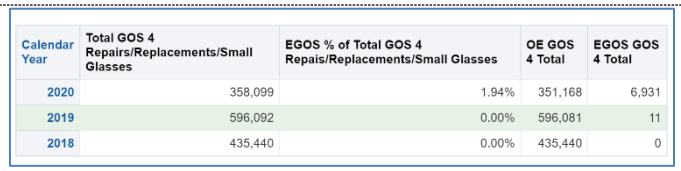
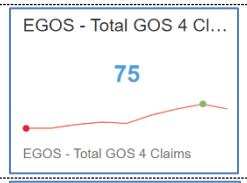
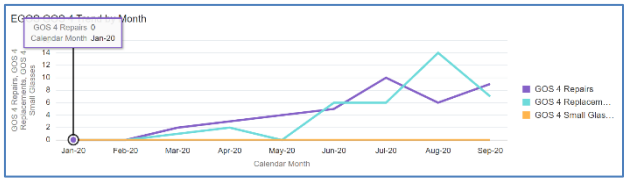
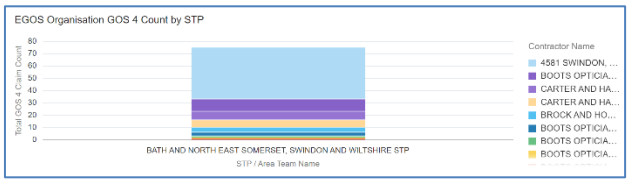
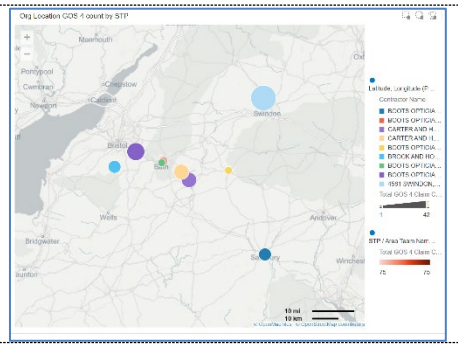
GOS 3 - Supplements

Total GOS 3 Supplements	The total count of all GOS 3 supplements, for the Organisation level or FY selected.	
Voucher % with supplement	Tile showing the % of GOS 3 vouchers with supplment	
GOS 3 Supplement Total	Count of total OE GOS 3 Supplements	
EGOS GOS 3 supplement total	Count of total EGOS GOS 3 Supplements	
Supplement Total by Month	Total GOS 3 supplements & second pairs by month for the time period and organisation selected	
Supplement Total by Month	Total GOS 3 supplements by month & supplement for the time period and organisation selected	
Individual supplement analysis	Bar chart showing supplement split by OE/EGOS & month, drop-down option to select supplement type	

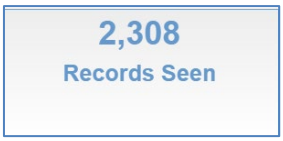
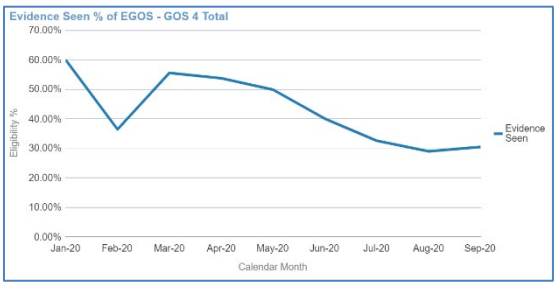
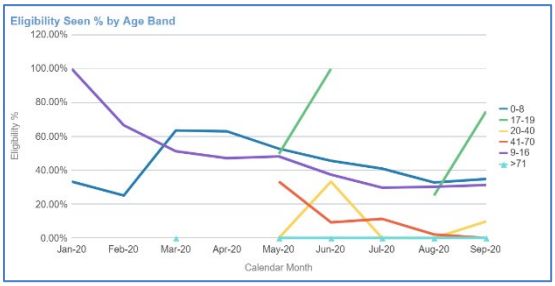
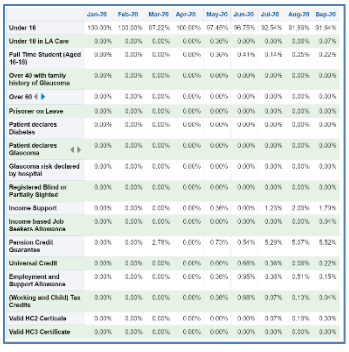
Individual supplement analysis	Pivot table showing the total count by supplement type and month for the calendar year and organisation selected	
EGOS – Total GOS 3 Supplements	Total EGOS GOS 3 Supplements	
EGOS GOS 3 Supplements (Excl. 2nd Pairs)	Total EGOS GOS 3 Supplements (excluding 2nd pairs)	
EGOS GOS 3 Supplement Trend	Line chart showing trend over time for EGOS GOS 3 Supplements & EGOS GOS 3 Supplements (excluding 2nd pairs) by month for the calendar year and organisation selected	
GOS 3 Supplement Count by EOGS Organisation	Bar chart showing the count of EGOS GOS 3 Supplements by organisation for the time period and organisation selected	
Total GOS 3 Supplement count by STP	Map showing the GOS 3 supplement count by STP, the larger the bubble indicates the higher GOS 3 count	

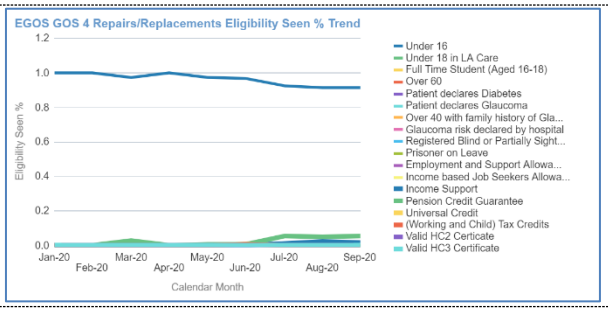
GOS 4 - Repairs, Replacements & Small Glasses

Total GOS 4 Repairs	Shows the total count of Repairs claimed.	
Total GOS 4 Replacements	Shows the total count of Replacements claimed.	
Total GOS 4 Small Glasses	Shows the total count of Small Glasses claimed.	
Total GOS 4 Repairs / Replacement / Small Glasses	A line graph showing the trend over time for count of GOS 4 claims for the time period & organisation selected	
GOS 4 claims by type	A line graph showing the trend over time for count of GOS 4 claims by type for the time period & organisation selected	
GOS 4 by Year chart	Total GOS 4 claims by Calendar year	

GOS 4 by Year pivot table	Total GOS 4 claims by Calendar year	
Total EGOS GOS 4 claims	Total EGOS GOS 4 claims	
EGOS GOS 4 Repairs	Total EGOS GOS 4 Repairs	
EGOS GOS 4 Replacements	Total EGOS GOS 4 Replacements	
EGOS GOS 4 Small Glasses	Total EGOS GOS 4 Small Glasses	
EGOS GOS 4 Trend by Month	Line chart showing the count of EGOS GOS 4 claims by month & type	
EGOS GOS 4 count by STP	Bar chart showing the count of EGOS GOS 4 claims by STP	
Total GOS 4 claims count by STP	Map showing the GOS 4 count by STP, the larger the bubble indicates the higher GOS 4 count	
EGOS - GOS 4 Eligibility Indicators – Evidence seen	Percentage of EGOS – GOS 4 where evidence has been seen for the time period &	

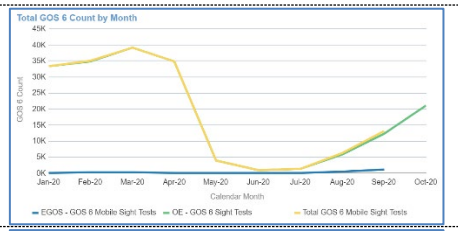
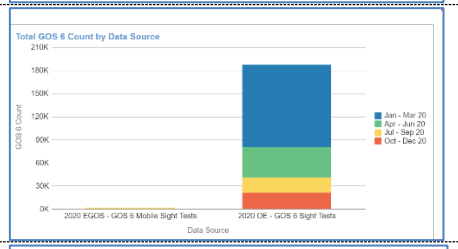
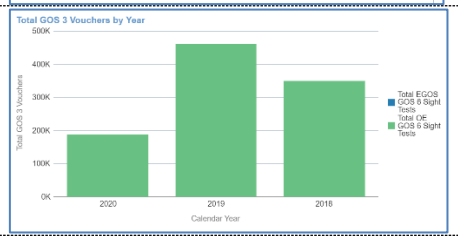
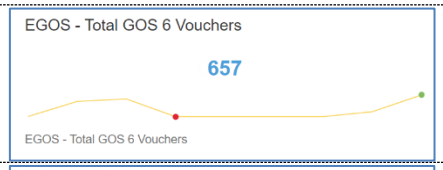
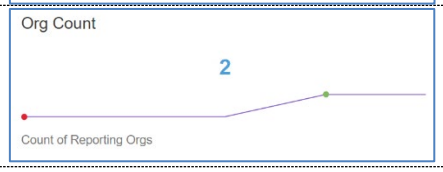
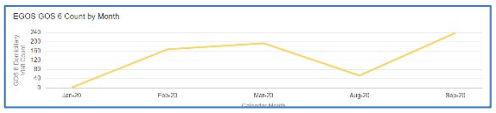
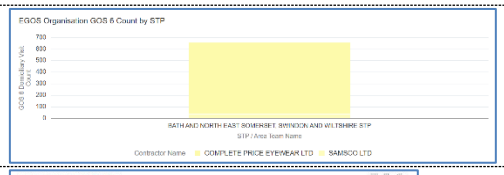
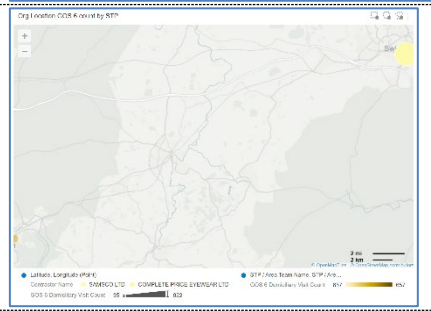
Calendar Year	Total GOS 4 Repairs/Replacements/Small Glasses	EGOS % of Total GOS 4 Repais/Replacements/Small Glasses	OE GOS 4 Total	EGOS GOS 4 Total
2020	358,099	1.94%	351,168	6,931
2019	596,092	0.00%	596,081	11
2018	435,440	0.00%	435,440	0

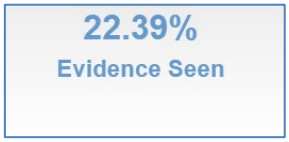
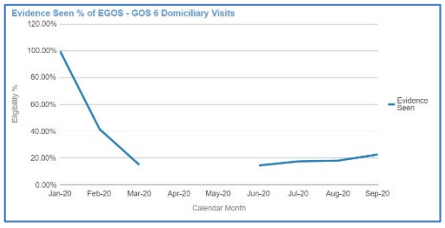
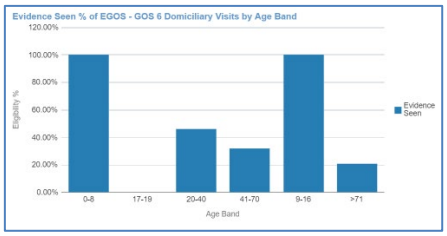
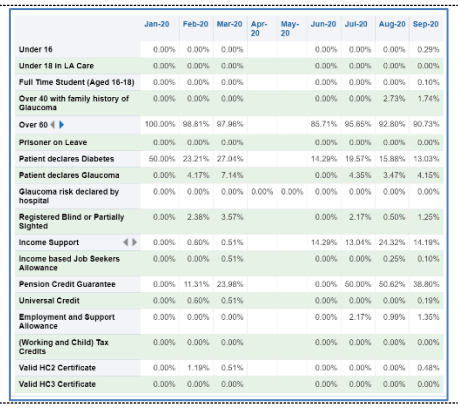
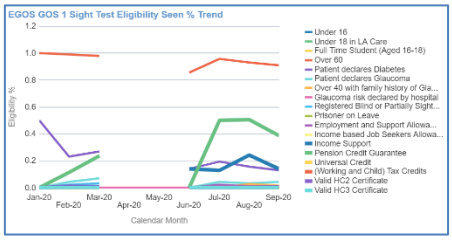
	organisation selected	
EGOS - GOS 4 Eligibility Indicators – Records seen	Count of total EGOS – GOS 4 claims seen for the time period & organisation selected	
EGOS - GOS 4 Eligibility Indicators – Total records	Count of total EGOS – GOS 4 claims for the time period & organisation selected	
Eligibility Seen % of EGOS - GOS 4 claims	Line chart showing the trend of the percentage of EGOS GOS 4 where evidence is seen for the time period & organisation selected	
Eligibility Seen % of EGOS - GOS 4 claims	Line chart showing the trend of the percentage of EGOS GOS 4 claims by age band where evidence is seen for the time period & organisation selected	
Percentage of EGOS GOS 4 claims	Pivot table showing the percentage of EGOS GOS 4 claims by eligibility reason for the time period & organisation selected	

Percentage of EGOS GOS 4 claims by Eligibility Reason	Line chart showing trend over time for the percentage of EGOS GOS 4 claims by eligibility reason	

GOS 6 - Mobile Sight Tests

Total GOS 6 Mobile Sight Tests	The total count of NHS GOS 6 Mobile Sight Tests Contracts where NHS Mobile Sight Test count > 0, for the Organisation level and Calendar Year/Month selected.	
EGOS % of total GOS 6 Mobile sight tests	% of total count of all GOS 6 Mobile Sight Tests which are EGOS, for the Organisation level and FY selected.	
Total OE GOS 6 Mobile sight tests	The total count of NHS GOS 6 Mobile Sight Tests Contracts as reported in Open Exeter where NHS Mobile Sight Test count > 0, for the Organisation level and Calendar Year/Month selected.	
Total EGOS GOS 6 Mobile sight tests	The total count of NHS EGOS 6 Mobile Sight Tests Contracts as where NHS Mobile Sight Test count > 0, for the Organisation level and Calendar Year/Month selected.	

Total GOS 6 Mobile Sight Tests Line Graph	A Line graph showing the count of total GOS 6 Mobile Sight Tests by Month, for the Calendar Year selected.	
Total GOS 6 Mobile Sight Test	A bar chart showing the total count of GOS 6 Mobile Sight Tests by quarter, for the Calendar Year selected.	
Total GOS 6 Mobile Sight Tests bar chart	A bar chart showing the count of total GOS 6 Mobile Sight Tests by Calendar.	
Total GOS 6 Mobile Sight Tests pivot table	A pivot table showing the count of total GOS 6 Mobile Sight Tests by Calendar.	
EGOS - Total GOS 6 Vouchers	Total count of EGOS GOS 6 vouchers	
Reporting Orgs	Total count of the reporting organisation	
EGOS GOS 6 Count by Month	Count of EGOS GOS 6 by month for the time period and organisation selected	
GOS 6 count by STP	Total GOS 6 count by STP for the organisation and time period selected	
GOS 6 count by STP	Map showing the GOS 6 count by STP, the larger the bubble indicates the higher GOS 6 count	

EGOS - GOS 6 – Evidence seen	Percentage of EGOS – GOS 6 where evidence has been seen for the time period & organisation selected	
EGOS - GOS 6 Eligibility Indicators – Records seen	Count of total EGOS – GOS 6 claims seen for the time period & organisation selected	
EGOS - GOS 6 Eligibility Indicators – Total records	Count of total EGOS – GOS 6 claims for the time period & organisation selected	
Eligibility Seen % of EGOS GOS 6 – Domiciliary Visits	Line chart showing the trend of the percentage of EGOS GOS 6 – Domiciliary Visits where evidence is seen for the time period & organisation selected	
Eligibility Seen % of EGOS GOS 6 – Domiciliary Visits	Line chart showing the trend of the percentage of EGOS GOS 6 – Domiciliary Visits by age band where evidence is seen for the time period & organisation selected	
Percentage of EGOS GOS 6 – Domiciliary Visits by Eligibility Reason	Pivot table showing the percentage of EGOS GOS 6 – Domiciliary Visits by eligibility reason for the time period & organisation selected	
Percentage of EGOS GOS 6 – Domiciliary Visits by Eligibility Reason	Line chart showing trend over time for the percentage of EGOS GOS 6 – Domiciliary Visits by eligibility reason for the time period & organisation selected	

Glossary

Additional Services Contract	For domiciliary services, also referred to as mobile services & operate outside of fixed premises, normally at a patient's place of residence.
Axis	If used in reference to a graph, this means the lines upon which the scale of the graph is drawn against. Used for plotting the coordinates or data points on a graph. There's generally an X-axis or horizontal line & Y-axis or vertical line.
CCG	CCGs are groups of GPs that are responsible for designing & maintaining local health services in England through commissioning or buying health & care services. All GP practices have to belong to a CCG. These came into effect on 1 April 2013 & were designed using the 2011 LSOAs to replace the even older PCT organisations. There were 212 at one point.
Complex Bifocal	A highly specialised lens that has two distinct parts, with each part having a different focal length – one would be used for near vision & the other would be used for distance.
Contract	Any individual or otherwise, wishing to provide NHS services under GOS terms, must hold one of these with the Area Team responsible for the area that they wish to operate - See also; Mandatory Contract, Additional Services Contract or Enhanced Services Contract.
Data Point	A discrete unit of information or value.
Dioptre	A unit of measurement for the refractive power of a lens or curved mirror.
Domiciliary Visit	Domiciliary eye care is for patients who are unable to visit a high street practice unaccompanied due to a mental, physical or learning disability.
Enhanced Services Contract	Entitles holders to perform additional, commissioned services from the NHS, such as Minor Eye Conditions Services (MECS), referral refinements or Intraocular Pressure (IOP) services.
FY	An acronym for Financial Year. This relates to the 365-day period (366 on a leap year) from 1st April XX to 31st March XX +1.
GOS	An acronym for General Ophthalmic Services. This was developed in response to Part 6 of the NHS Act 2006, requiring anyone who wished to provide NHS Sight Tests to enter into contracted terms with the now superseded PCTs. See also; PCTs.
GOS1	This is the application for an NHS funded Sight Test.
GOS2	A Patient's Prescription. One of these may not be generated after a sight test – this is up to the provider of the service.

GOS3	This is the voucher issued due a detected degradation in visual health; the GOS3 shows the clinical reasoning why the voucher was issued.
GOS4	This is an application for Repairs, Replacements or for Small Glasses adjustments to existing visual aids, when it's determined that a new prescription is not necessary.
GOS5	Help with Private eyesight test & is beyond the scope of eOPS.
GOS6	This is the application for a Domiciliary Visit.
GOS Forms	There are 6 altogether numbered 1 – 6 inclusive. Only 4 are used in eOPS - GOS 1, 3, 4 & 6. These are used for capturing patient; performer & supplier level activity data necessary for the commissioning of GOS services, patient entitlement checks & to performance manage individual GOS Contracts.
Hover Text	A computer programming feature that allows small boxes to appear on screen, displaying any further information available when the mouse icon hovers over particular parts of a graph.
LSOA	An acronym for Lower Super Output Layer is a standardized geographical area, designed to improve the reporting of small area statistics in England & Wales.
Mandatory Contract	Any provider of NHS commissioned Sight Test services to the general public must obtain & be legally entitled to one of these.
PCT	Primary Care Trust. These were NHS Commissioning bodies before they were replaced with CCGs, which they themselves are now defunct & replaced with STPs. There were 151 PCTs.
Prism	Used on visual aids to help correct double vision.
Sight Test	A method to determine the level of degradation in the recipients' visual health.
Single Complex	A spectacle lens with a power of +/- 10 or more dioptres in any one meridian.
STP	An acronym for Sustainability & Transformation Partnership. These are five-year plans covering all aspects of NHS spending in England. Forty-four areas have been identified as the geographical 'footprints' on which the plans are based, with an average population size of 1.2 million people (the smallest covers a population of 300,000 & the largest 2.8 million). A named individual has led the development of each STP. Most STP leaders come from clinical commissioning groups (CCGs) & NHS trusts or foundation trusts, but a small number come from local government. These replaced most of the CCGs.
Supplement	These are additional items that can be claimed for to help restore vision – See also; Tint, Prism, Second Pair, Single Complex, Complex Bifocal.
Tint	A thin coating applied to 1 or both lenses on a patient's visual aid, to reduce & filter out specific light wavelengths

	that are a cause of, or contribute towards, degraded visual health. Sunglasses are a good example of a visual aid with a tint, but these are not considered as a supplement – A tint should only be prescribed (& claimed for!) when a clinical need presents itself, eg. a patient suffers with light sensitivity problems.
Voucher	There are currently 10 voucher types in total, from Voucher A to J, though eOPS currently handles Vouchers A to H only. These are only issued out depending on the complexity of the lens required to help restore a Patient's vision. It entitles the holder to help with the cost of spectacles or other items that help to restore a patient's vision & each has a different financial value. Vouchers can be used for full or part payment towards the cost of the visual aid.
YTD	An acronym for Year to Date. Within eOPS, this is used to mean Financial Year to Date, or the period from 01/04/XX to the latest period.

Getting more help

Additional training material and user guides

The eOPS training team has developed several how to guides to help you get the best out of eOPS. These can be found on our eOPS user guides page

Webinar sessions

We offer a free, personalised webinar training service to all our users and you can book as many as you need.

Our webinar sessions are booked as 30 mins slots and are delivered just to you or your invited colleagues. Our experienced trainers deliver these sessions using MS Teams.

You can let us know if you have any specific topics or reports you'd like to cover or if you would prefer an introductory tour. You can take part wherever you are as long as you can get online.

You can find our more and book you webinar by going to our eOPS training page