

Community Ophthalmic Link (COL) Project FAQ's

Q: I would like access to the Gloucestershire Hospitals COL, how do I arrange this?

A: You will need to be registered with the General Optical Council and dealing with patients who visit Gloucestershire NHS Hospitals for eye care. Please contact our COL support team 0300 422 2037 or email ghn-tr.col_ophthalmology@nhs.net to apply for access.

Q: I have been given access to the COL system but have forgotten my password and now I can't log in.

A: Contact the support team on 0300 422 2037 or email ghn-tr.col_ophthalmology@nhs.net who will be able to check your access and arrange to reset your password.

Q: I have searched for a patient but can't find them.

A: Check that the patient's name is correct. Often people are known by another name other than the one on their NHS record. Check the date of birth is correct. Ensure that the NHS number is correct from the patient's NHS record. You may also call the COL support team who may be able to advise regarding the patient details. The patient may not have a GHT record as they haven't visited the eye department.

Q: I have searched for a patient and can find a record but there are no images/scans and so won't open.

A: The patient might have a record in the GHT system but there are no images or scans and so a record would not have been created in OphthalSuite.

Q: Can I install this system on my home office computer as I often catch-up evenings and weekends?

A: No. We only allow the system to be installed and used at the practice site.

Q: I use an Apple Mac computer in the practice, can I still have access to the GHT COL system?

A: Yes! We use the Citrix Workspace application to connect and that is available for many types of operating systems including Linux (RedHat and Ubuntu), Apple Mac OS, Windows 7, 10 and 11) It can also be installed on iOS and Android devices.

Q: I am not sure if I can install software on our practice PC's?

A: We may need an administrator password to install the Citrix Workspace application. Your office manager or support company may have the details. They might also be able to help out on the install day.

Q: Do you need to come to our office to install the system and get us up and running?

A: No, we will attempt to connect remotely to your system to set everything up.