



## Dental Schedule Communications

**May paid  
June 2024**

**Welcome to the Schedule Communications where you will find all our latest news and useful information.**

**Access the schedule close dates and prior approval timescales [here](#)**

**June paid July cut-off date: Thursday 4 July at 5pm**

### **Important Update on Schedule payment recovery**

In some instances, a number of dentists have been overpaid on the item of service multiplier payment from a previous month, if you are one of these dentists you will see the following entries in your May paid June 24 schedule.

Line 7 of the schedule under the payment narrative “GLOS Multiplier Payment” will identify the overpaid amount as this has been recovered by means of a negative entry for the relevant amount.

A communication will be issued to dentists in conjunction with the payment date.

### **NHS Network Update: CAT20 (Fortinet) replacement**

All NHS dental practices currently connect to the NHS network called Scottish Wide Area Network (SWAN) using an NHS device called a CAT20 (Fortinet router). This connects the practice PC network to SWAN using the practice internet.

This original SWAN contract with Capita is coming to an end. Following a comprehensive procurement exercise, BT were selected as the provider for the new SWAN contract. NHS Scotland need to be fully migrated over to the new BT SWAN network by December 2025, with no services remaining on the Capita SWAN network. In order to achieve this, we will shortly be starting to roll out the replacement service for the CAT20 service.

The new service is broadly similar to the CAT20 service but uses Palo Alto firewalls instead of Fortinet firewalls. The service will significantly improve the security controls in place, which will further protect dentists and the NHS. The swap-out of the old service for the new one will be a simple case of unplugging the old device and connecting the new device in its place. As always, full instructions will be provided and NSS will be on hand to help if any issues arise, as will BT.

We will be replacing the CAT20 service in 700 dental practices in this financial year. The dental Customer Service team will contact the practices directly to advise when your service is being replaced.

Please note that after this change takes place, all NHS CAT20 devices will need to be returned to our Gyle Square address FAO Dental & Ophthalmic Customer Services.

## Changes to eSchedule reports

The term 'continuing care' was withdrawn from Determination 1 of the Dental Reform SDR (Statement of Dental Remuneration) in November 2023. The capitation and continuing care arrangements were combined into a single unified NHS capitation arrangement, resulting in the removal of all references to continuing care arrangements from the regulations.

Whilst the term 'continuing care' has been withdrawn, registration payments for both adult and child patients continue to be paid in the same manner, tiered into age-related bands as detailed in Section X of the SDR.

Reports in eSchedules have continued to display age banded breakdowns in the usual sections and have also still referred to Capitation and Continuing Care. This will soon be changing, and the reports will be updated to remove any reference to Capitation and Continuing Care.

Please note that the following two reports will be renamed:

- '*Capitation and Continuing Care Patient Information*' will be changed to '*Patient Information*'.
- '*Capitation and Continuing Care Payments*' will be changed to '*Registration Payment*'.

This change will apply to all historical reports run after the change has been made, apart from the 'Patient Information' report as this report can only be run for the current schedule month.

Our eSchedules guidance will be updated to reflect these changes.

## Continuation Cases

Please ensure that the Continuation case process is followed when a dentist list number resigns, and treatment continues on another list number at the practice.

This critical process ensures both claim parts can have the same start date and SDR being applied, it also applies any prior approval gained on part 1 to cover the part 2.

We are seeing an increase of claims being closed and submitted by the resigning dentist whilst they are mid treatment and not using this continuation case process.

When you are aware that a list number with open treatments is planning to resign, familiarise yourself with the process using our general guidance and also the advice of your practice management system supplier.

## Scottish Dental Reference Service (SDRS): Process and Updates

### Dental Reference Officer (DRO) appointment letters

When a patient is called to attend a DRO appointment, we write to the patient to request their attendance on a specific day when a clinic is scheduled at a location nearest to the practice at which they are registered. Only once the patient confirms they are able to attend the appointment, will we write to the dentist asking them if they wish to attend the appointment. Thus, if patients have not yet confirmed or arranged a time for their appointment, the dentist will not be notified.

### SDRS Process and Updates

When a patient confirms they will be attending an SDRS appointment, the dentist will be notified via a D4 letter from the SDRS, which will be received by email.

Dentists must ensure they respond to such requests from SDRS by email within 7 days to [nss.sdrs@nhs.scot](mailto:nss.sdrs@nhs.scot).

We are currently in the process of updating these letters, which will also include an editable form for the dentist to complete when responding to the letter. We will keep you updated on these changes. We advise you to keep checking our monthly communications.

### Reminder: All communications are by secure NHS mail only

Please remember to only use email when sending correspondence or relevant documentation relating to SDRS, to our SDRS team. All communications, including any information relevant to the case such as clinical observations, radiographs, and any other supporting information, can be sent to [nss.sdrs@nhs.scot](mailto:nss.sdrs@nhs.scot) from an NHS email.

DO NOT send anything by post.

## The last bridging payment

The 10% on IOS Bridging payment ended on 31 October 2023. In line with the PCA, there will be a reconciliation exercise relating to the Bridging payment for treatment claims opened prior to 31 October 2023 but submitted after 31 October 2023. Therefore, any claims started prior to the 1 November 2023, and sent for payment before 31st May 2024, would receive the 10% uplift. Two manual payments to be made for this reconciliation; one was paid the February paid March 2024 schedule and another will be paid in the May paid June 2024 schedule. Any payment due will be detailed on line 7 of the eSchedules Account 7 report.

## NHS NSS Practitioner Services Customer Satisfaction Survey 2024

We are keen to know how we are performing and how you feel about the services we provide. Understanding what your priorities and concerns are will help us improve and continue providing the best possible service to you.

We would like to invite you and your colleagues to fill in our annual Customer Satisfaction Survey using the link below. Please feel free share the link with any professional contacts; the more views we receive, the better we can target improvements to our services.

<https://forms.office.com/e/YkFNV3KTyD>

**The survey closes on 30 June 2024.**



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