



# Dental Schedule Communications

**January  
paid Feb  
2025**

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](#)

February paid March cut-off date: Thursday 6 March 2025 at 5pm

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## Changes to Practitioner Services Phone Number

We would like to inform you that our phone number will be changing on 24 February 2025. The new number will be duly communicated in advance to all the emails on our distribution list. The new phone number will also be added to the answering message of our current phone line for any callers after 23 February 2025.

Please rest assured that our email address remains unchanged, and that you can continue to contact us via email at: [nss.psddental@nhs.scot](mailto:nss.psddental@nhs.scot)

## Rent reimbursement - GP234 reminder

All practices that wish to claim for reimbursement of practice rental costs for financial year 2025/26 are required to submit an up-to-date GP234 form to us by **28 February 2025**. This will make sure you receive payment for all four quarters of the financial year 2025/26, if you are eligible for this allowance.

**Please ensure you use the most up-to-date GP234 form, which you can find on our website: [Apply for rates and rental reimbursement | National Services Scotland](#)**

Part 3 of the form must be completed by the practitioner's accountant. The GP234 form must be stamped. If your accountant does not have a stamp, then a confirmation on headed paper would be acceptable. A business card would not be acceptable.

Please submit your application by email to: [nss.psd-dental-payments@nhs.scot](mailto:nss.psd-dental-payments@nhs.scot)

If you miss this deadline, you can still submit the form for part payment of 2025/26 practice rental costs as follows:

- 31 May 2025 for quarters 2, 3 and 4
- 31 August 2025 for quarters 3 and 4
- 30 November 2025 for quarter 4 only

## Scottish Public Pension Agency (SPPA) Tier Changes - 2023/24

In the [November paid December 2024 Schedule Communications](#) we advised that all practitioners affected by the superannuation tier changes would be written to individually regarding the process of how and when the adjustments will take place.

All practitioners should now have received this written communication.

## Pay Award Backdate – April 2024 to November 2024

As per [PCA\(D\)\(2024\)3](#), we can confirm that the backdated payments for claims with an acceptance date from 1 April 2024 to 30 November 2024 have been processed and will be included in the January paid February 2025 payment schedule.

## Prior Approval Breaches

We have seen a substantial increase in the number of breaches of the NHS (GDS) Regulations in relation to Prior Approval, since the introduction of the new SDR in November 2023.

Practitioners should bear in mind that any variation to a course of treatment (resulting in either an increase or decrease in the value of the course of treatment) already approved, requires resubmission for *Prior Approval*, or it is a breach of the National Health Service (General Dental Services) (Scotland) Regulations 2010. Please note, the Regulations have not changed in this respect since 2010.

If the Regulations are not adhered to with regard to Prior Approval, and the treatment is undertaken, the practitioner may not be entitled to payment for that course of treatment.

We would direct practitioners to:

*Paragraph 28 (Prior Approval of Care and Treatment), sub-paragraphs (3) to (5),*

contained within:

*SCHEDULE 1 (Terms of Service for Dentists), of the National Health Service (General Dental Services) (Scotland) Regulations 2010.*

<https://www.legislation.gov.uk/ssi/2010/208/contents/made>

## Changes to Prior Approval claims

If treatment on an open Prior Approval claim changes, taking it below the £600 prior approval limit, you will need to send the claim back to us with the box ticked indicating 'Prior Approval no longer required'. You can send this back to us by using the 'Request Advice' function within your practice management software. We can then close the claim and send it back to you. This is an administrative process that will allow you to submit the claim for final payment without errors.

## Practitioner Profiles

The practitioner profiles for the period November 2023 until October 2024 **will be issued shortly**. A practitioner profile is an activity report that provides data for the specified period, including earnings and treatment activity for individual list numbers. It will provide comparisons for treatment carried out in the whole of Scotland, allowing you to compare your treatment activity with other practitioners.

If you have not received your practitioner profiles, please contact us at:

[nss.psddental@nhs.scot](mailto:nss.psddental@nhs.scot)

See our guidance on [managing and understanding practitioner profiles](#).

## Changing practice management software (PMS)

If you have decided to change your PMS supplier you must advise us formally by emailing [nss.psddental@nhs.scot](mailto:nss.psddental@nhs.scot) providing the practice details, an example list number and a go live date, as well as detailing your current PMS supplier and the new PMS supplier.

You must complete the [code of connection](#) to reflect the new system you are planning to use and attach it to the email.

Please make sure you transfer any open treatments and claim response messages for rejected claims from your existing PMS before the go live date on your new PMS. We cannot support a practice attempting to use two PMS systems simultaneously or requesting to go back to the old PMS.

If required, we will arrange for your new supplier to receive an EPOC which is a password which allows your PMS to connect to the NHS network.

Other considerations you should advise us about in your email:

1. If you are altering your local area network equipment, for example new PCs or other hardware.
2. If your SWAN connection uses your own broadband and you are changing broadband provider, we will require the new internal default gateway IP address.

If your location requires new NHS connection equipment, this may take up to 90 days to order and deliver for the practice to plugin/install.

If you have any queries about this, please do not hesitate to contact us at:

[nss.psddental@nhs.scot](mailto:nss.psddental@nhs.scot)

## Orthodontic Payment claims

Each Orthodontic payment claim submitted has a unique twelve-digit Case ID. This is made up of:

- Dentist list number – 5 digits
- Practice reference number (PRN)\* – 6 digits
- Submission count – 1 digit

For each payment claim you submit, i.e., Examination, Interim Payment, Final Payment, etc, you have a maximum of ten attempts to submit it successfully (submission count begins at 0 and rises to a maximum of 9).

Every time an individual payment claim is rejected, this 'uses up' a submission, as the submission count rises by one for every attempt.

If you receive the same error message on two attempts, you should contact your supplier before attempting to submit again, as what you tried to do to fix the error did not work. Continuing to submit will only receive the same error and use up your number of attempts.

Some message types also use the same PRN as previous messages for the same patient, for example, if you claim an Interim Payment, when it comes to submitting your Final Payment for the same patient, you will already have used one submission (unless you had rejections when trying to submit the Interim Payment, in which case you will have used more). If you need to submit a Discontinued Fee Request before the Final Payment, this also uses the same PRN as the Interim Payment, again reducing the number of attempts you will have for the Final Payment.

Example: Patient – Joe Bloggs

Dentist list number – 99999

Practice reference number – 001234 (this may show on your system as 1234 without the leading zeros)

Message type	Submission count	Status
Interim Payment	0	Rejected with an error (E00xxxx)
Interim Payment	1	Successful submission and claim Authorised
Discontinued Fee Request	2	Rejected with an error (E00xxxx)
Discontinued Fee Request	3	Rejected with an error (E00xxxx)
Discontinued Fee Request	4	Rejected with an error (E00xxxx)
Discontinued Fee Request	5	Successful submission and request Authorised

This only leaves submissions 6, 7, 8 and 9 to successfully submit your Final Payment for this patient. If each of the last four submissions is rejected with an error, you have run out of attempts and will need to contact your supplier.

When this happens, it creates a lot of work for both your supplier and Practitioner Services to return your claim to a status where you can attempt further submissions. It will also delay the payment of your claim, as it takes some time to rectify the situation.

\*PRN may be known as COT or DSR depending on the practice management system you use.

## NHS Email addresses

NHS emails are used for a variety of NHS communications and as a user identifier for some eDental services, for example, eSchedules. We would, therefore, like to highlight the importance for all dentists to maintain their access. If you have an NHS email address, then please make sure that you are accessing this email address regularly to ensure you receive the relevant communications and the email address remains active.

Newly listed dentists should receive their email account from their local Health Board. Once you have received a new or updated NHS email address from your Health Board, we ask that you provide this to Practitioner Services. Please include your list number and send it by email to [nss.psddental@nhs.scot](mailto:nss.psddental@nhs.scot).

## Dental prescriptions – black ink only

We would like to remind you to please ensure that you use **BLACK INK ONLY** when issuing NHS dental prescriptions, and please avoid using red ink or red stamps. Our pharmacy team have been receiving prescriptions to process for payment which have been completed using red ink and their scanners cannot read red ink, which then causes a delay in payment. This applies to the use of both red pen ink and red stamp ink.

Please see the following article on further guidance for Prescribers: [Scanning Services - Reminder of Guidance for Prescribers](#)



Telephone: 0131 275 6300 | e-mail: [nss.psddental@nhs.scot](mailto:nss.psddental@nhs.scot)

Visit [NSS Practitioner Dental Services](#)

Visit **[Scottish Dental | Accessible information about Dentistry](#)**