



Dental Schedule Communications

**November
2022**

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](#)

Discretionary Fee Guide

[PCA\(D\)\(2022\)8](#) advised of the publication of Amendment No. 158 to the Statement of Dental Remuneration (SDR), which took effect from 1 November 2022 with a 4.5% increase in the fee scale for all courses of treatment started on or after 1 November 2022.

The Discretionary Fee Guide has been updated to reflect these new fees and is available to view on our [website](#).

Observations for Orthodontic Continuation and Transfer cases

Orthodontic continuation and transfer case claims for final payment of both part 1 and 2 must include observations detailing what incomplete treatment or balance fees are being claimed for. Claims without observations will get processed, but this may result in an incomplete payment being made for those items.

Digital Web Forms Project (Primary and Community Care Theme)

Project News – What this means for you

The Primary and Community Care Programme Team is supporting Practitioner Services to deliver improvements to processes and systems to secure benefits for contractors, staff and the environment. We are proposing to make a number of web forms available online in a new Service Now Portal subject to trials with contractors.

We are keen to work in collaboration with contractors to understand any issues or barriers that might be anticipated with these high level plans over the rollout, timing, transition arrangements and the design of the web form process and associated portal. As valued contractors, we would appreciate your input to this process through comments and if your time permits in trialling one or both of these forms over the next three months.

The web forms that we are focussing on initially for Dental are:

- Maternity Allowance Form (*currently known as GP203*)
- Patient Detail Amendments (*currently known as Dental 287*)

For the Patient Detail Amendment Form, we are aware that this form is initially completed in some cases by practice staff although submitted by the dentist. Currently we only hold data for dentists and contractors, with no data being available in NSS systems for practice staff. We are proposing to deliver an on boarding process for practice staff into Service Now through a request form on our website. This will then enable this form to be completed by the practice staff member and then automatically forwarded to the dentist to review, authorise and submit to Practitioner Services.

We are keen to hear about any concerns you may have over our plans and to understand and alleviate any impacts you might envisage from this. We invite you to share your thoughts with us so that we can maximise the positive benefits of this project for you, our valued contractors and mitigate any perceived negative impacts you may envisage.

How to contact us

If you would welcome any further information or would like to help us shape the proposed activities of our Web Form Project, please contact us via:

NSS.primarycare@nhs.scot

E-schedule contacts

We send a monthly email regarding the availability of eSchedule reports and schedule communications to the relevant eSchedule contacts in different practices. If the eSchedule contact resigns their list number, they or a newly designated person

will need to apply to be the eSchedule contact. If you wish to update or provide an amendment to the eSchedule contacts for your practice to receive these emails, please fill out the [eSchedule contact form](#) and send it via email to nss.psd-customer-admin@nhs.scot

Helpdesk festive opening hours

Please note the following helpdesk opening hours over the Christmas and New Year period:

Date	Helpdesk opening times
Friday 23 December 2022	8.30am – 12.30pm
Monday 26 December 2022	Closed
Tuesday 27 December 2022	Closed
Wednesday 28 December 2022	8.30am – 4.30pm
Thursday 29 December 2022	8.30am – 4.30pm
Friday 30 December 2022	8.30am – 12.30pm
Monday 2 January 2023	Closed
Tuesday 3 January 2023	Closed
Wednesday 4 January 2023	8.30am – 4.30pm
Thursday 5 January 2023	8.30am – 4.30pm
Friday 6 January 2023	8.30am – 4pm

Scottish Dental Reference Service (SDRS) & Dental Reference Officer (DRO)

When a patient is selected to attend for DRO examination, the dentist will be notified via a D4 letter from the SDRS. Previously, this would have been received by post, and any communication from the dentist was also by post.

Please note, all communication is now via secure NHS mail only.

Dentists must ensure they respond to such requests from SDRS within 7 days, attaching any information relevant to the case, such as clinical observations, radiographs, and any other supporting information - in electronic form to: nss.sdrs@nhs.scot

Please do not post anything to our offices at Meridian Court or Gyle Square.

Importance of Dentists' access to and use of NHS email

Dentists' NHS email is used for a variety of NHS communications and as a user identifier for some eDental services for example eSchedules. Future e-services and administration may also go through ServiceNow which is always connected to an NHS email. 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 that you receive the relevant communications and that the email address remains active.

Newly listed dentists should receive their email account from the local health boards. If they have never received this account information, they should contact their local health board.

If a dentist has changed their name and wants to change their email, again contact the local health board.

If you need to change/reset your eSchedule password, this can be done online via the [Directory Information System website](#).

Because dentists' emails are linked to some eDental services it's important to maintain that access by advising us of any change to their email addresses using the contact for customer services at the end of this communication.



Telephone: 0131 275 6300 | e-mail: nss.psddental@nhs.scot

Visit [NSS Practitioner dental Services](#)

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