



Dental Schedule Communications

**December
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](#)

Information for Orthodontic Specialist Practices only

Some practice management systems have a claim type that is worded like “eOrtho registration” which shouldn’t be an available selection. It’s unlikely that this will be accidentally selected but we are aware that some historical claims that were populated on the system when moving from paper to eOrtho or changing software supplier may have adopted this claim type.

We ask that staff check for this status, changing it back to the correct claim type such as “ortho on referral” and this will stop claims being paid incorrectly.

Customer Service Satisfaction Survey

We have a new Customer Service Satisfaction Survey and we would like to invite all practitioners to complete it. We would like to hear about practitioners’ experiences of contacting us and how they feel about our services. This will give them an opportunity to raise any issues that they have been having, which would enable us to improve the services we provide. The link to this survey can be found in our email responses.

Bank mandates

When you receive a new list number you must complete a bank mandate form. Without a completed form we are unable to set up schedule payments for a list number meaning no schedule will be produced and no payment can be made.

When you receive a new list number your employer the local health board will send you a bank mandate form. Completed bank mandates can be emailed directly to our dental payments team: nss.psd-dental-payments@nhs.scot

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, you can visit the login screen on the [Directory Information System website](#). If you have a CAT20 secure connection please use an unconnected device, such as your personal Smart Phone, to access this 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.

Reminder that all administration forms and correspondences must be submitted electronically

All correspondences should be by email and **no** paper forms should be sent to Meridian Court or Gyle Square. All administrative and prior approval forms received by post will be returned.

No dental work should be sent to Bain Square. Any dental work sent to Bain Square may not be processed.

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



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

Visit [NSS Practitioner dental Services](#)

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