



Dental Schedule Communications

**April paid
May
2023**

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](#)

D&O Management profile

Linda Clelland is the operation manager for the Customer Services and Scottish Dental Reference Service (SDRS). Linda provides strategic direction and support to these teams to maintain and improve our current and new practitioner and patient services.

George Anderson is the Customer Services manager for Dental and Ophthalmic - with David and Lorraine the helpdesk officers responding to telephone and emailed enquiries from practitioners and patients, and Zenash and Katie the communication officers for all external Dental and Ophthalmic communications.

We respond to over 1000 emails each month with 99% responded to within the day it is received well within our 2-day response target. We receive an average of 1500 telephone calls each month and can provide answers and information to most callers without the need to triage calls to the relevant teams. Enquiries range in subject across finance, treatment claim administration, patient SDRS appointments, and dental and ophthalmic regulations.

We support the business with targeted responsive communications that may have to be delivered at short notice to communicate a particular issue. We also have the

monthly schedule communications and the biannual online magazines, Focus and Mouthpiece, which we publish on the D&O NSS website.

Nichola Greenhill is the Scottish Dental Reference Service manager - with a team of 5 staff and 3 dentists. Nichola manages the delivery of patient appointment sessions across Scotland where we carry out our role of assessing dental clinical verification. These clinical sessions are carried out by 3 Reference Dental Officers who provide a short 15 minute assessment on randomly selected and invited patients. SDRS staff also provide the administrative support to this service which includes giving practitioners the opportunity to attend their patient's session and providing the assessment outcome back to the practitioner as a written report.

Linda, George and Nichola provide leadership and support for staff, team planning and development ensuring that we deliver the eDental and eOphthalmic services that support NHS practitioners and patients. They work closely with other PSD managers, management teams and the Business Change Team to implement solutions for new and changing services, to ensure a proactive and professional customer service environment.

Updated Stamp Requests

The D&O Customer Administration team still receives paper forms for stamp requests, could you please ensure to use the [updated form](#) which includes the following:

Email completed forms to Practitioner Services from your NHS.Scot email address. Please only use an alternative email address if you are a new dentist and your NHS email address has not yet been set up. In this circumstance, it will require you to print, sign and scan the form.

Send completed form to NSS.psd-customer-admin@nhs.scot with 'Stamp Form' in the subject field

Do not send this form by post



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

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