



Dental Schedule Communications

November
paid
December
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](#)

December paid January 2026 cut-off date: 5pm Monday 5 Jan 2026

Error Code (E000853): Time-bar for Extensive Clinical Examination

Error code (**E000853**) will be updated as of 11 December 2025 to include more items of service that have time-bar restrictions in the SDR. This update will address the large number of claims received where item 1-(a) Extensive Clinical Examination is time-barred. This is one of the most common reasons for non-payments and subsequent adjustment forms (283 forms).

From 11 December 2025, any claim that fails the 11 complete calendar month time-bar for 1-(a) Extensive Clinical Examinations will be returned with error code **E000853** with the wording below.

E000853	You have claimed more than the maximum number of treatments allowed within a given period for this patient.	Item 1-(A) has been time barred against previous 1 occurrence of item 1-(A) for the same patient within an 11-month period
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This will allow you to review the details on your claim and re-submit a valid claim for payment. This will also reduce administrative time spent on the completion and submission of 283 adjustment forms for practices.

Please note that you may receive error E000853 for other items with a time-bar rule in the SDR. Please read the **full** error message carefully to identify the item of service time barred.

Please refer to [the SDR](#) for the exact wording of all time bars and details of the recall frequency for item 1-(a).

Reminder: 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 prior approval limit for that claim (£600 for courses of treatment started between 1st November 2023 and 31st October 2025, and £660 for courses of treatment started on or after 1st November 2025), 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.

Reminder: Observations on Claims

Unnecessary observations on claims take longer to be processed and can delay payment. Please note we do not require observations to be entered on a claim in the following circumstances:

- **Patient Failed to Return (PFTR)** – if a patient fails to return to complete treatment, your practice management software (PMS) has a function to declare PFTR, and you should not additionally record any comments about PFTR in the observations.
Note: completion date of a PFTR is the last missed/cancelled appointment date.
- **Continuation Cases** – please contact your PMS if you are unsure how to process these claims and this should avoid any need for observations. For guidance on continuation cases, please see the article on our [website](#).

Observations should also not be used for any of the following comments that are already within your claim detail. For example, patient is under 26 years old, patient in continuing care, patient is pregnant, SIMD area code, x-rays available.

Dental Pay Award Update

The 4% pay increase backdated to April 2025, as detailed in [PCA \(D\)\(2025\)3](#) issued on 25 August 2025, has now been processed. This adjustment will be reflected in the November Paid December 2025 Schedule.

Reminder: Bank Mandates, Allowance, and SPPA Forms To Be Emailed

All bank mandate forms, allowance forms, and forms relating to the Scottish Public Pensions Agency (SPPA) must be **sent by email** to our Dental Payments Team (nss.psd-dental-payments@nhs.scot).

Please enter the allowance form number or correspondence matter in the subject field of the email. Responses to these enquiries will be sent by email.

Request for Practice or Practice Manager Email Addresses

We are collating a list of practice and/or practice manager email addresses for any important or urgent updates pertaining to your practice.

We would like your help in providing us with your practice email or your practice manager’s email. You can do this by sending the information to nss.psddental@nhs.scot.

Please include the following when emailing us:

- Location number
- Full name and address of the practice
- Email contact for the practice

Thank you to everyone who has already provided this information.

Helpdesk Festive Opening Hours

Date	Helpdesk opening times
Monday 22 December 2025	8.30am – 4.30pm
Tuesday 23 December 2025	8.30am – 4.30pm
Wednesday 24 December 2025	8.30am – 12:00pm
Thursday 25 December 2025	Closed
Friday 26 December 2025	Closed
Monday 29 December 2025	8.30am – 4.30pm

Tuesday 30 December 2025	8.30am – 4.30pm
Wednesday 31 December 2025	8.30am – 12:00pm
Thursday 1 January 2026	Closed
Friday 2 January 2026	Closed



Telephone: 0345 034 2458 | e-mail: nss.psddental@nhs.scot

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