



Dental Schedule Communications

February
paid March
2026

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](#)

March paid April 2026 cut-off date: Monday 6 April at 5pm

New Prior Approval System 1 November 2026 (General Dentistry)

There will be significant changes to the prior approval system for general dentistry as laid out in [PCA\(D\)\(2026\)2](#). This will come into effect on **1 November 2026**.

At present, prior approval is triggered by a financial threshold of £660 (excluding certain items of service, as set out in Schedule 4 of the Regulations).

The new system will:

- Remove the current financial threshold for general dentistry;
- Focus on clinical considerations; and
- Introduce an experience-based 2-tier risk system.

Please take the time to read through [PCA\(D\)\(2026\)2](#) for full details on which fee-code and quantity combinations will trigger approval from November 2026 and the criteria that determines which clinicians will go into each tier.

Further communications will follow as we move toward the implementation date and educational materials will be available through Turas in advance of the new system coming into effect.

Please note that these prior approval changes do not apply to orthodontic services.

Benefits Passport Changes April 2026

Notification was sent to the profession in February advising that Income Support and income-based Job Seekers Allowance will be withdrawn on 1 April 2026.

The above benefits will remain valid exemptions for courses of treatment with an acceptance date (start date) before 1 April 2026; however, these benefits are not valid for claims with an acceptance date on or after 1 April 2026.

Patients in receipt of these benefits should receive notification from the Department of Work and Pensions. Patients that qualify for Universal Credit following the removal date should use this as their reason for remission going forward. Patients that do not qualify for a benefit from 1 April 2026 will no longer be eligible for an exemption from charges for courses of treatment started from that date.

You can find the full letter from the Chief Dental Officer [here](#).

Complete Calendar Months Clarification

When periods of time are specified in the SDR, they are given in “complete calendar months”.

Complete calendar months run from the first day of the month to the last day of the month. Regardless of when an item is claimed, the remaining days of that month should be discounted. For example, if an item was claimed on the 13th of March and the narrative in the SDR states that you can only claim it again after 2 complete calendar months has passed, you would discount the rest of March. The complete months of April and May would be counted as the 2 complete calendar months, and you would therefore only be able to claim that item again on or after the 1st of June.

Time-bars

All the time-bars in the SDR run from the acceptance date of the original course of treatment to the acceptance date of the next course of treatment.

Please see below examples of common items of service with the time-bar calculation made:

Item of service	Acceptance date of last claim	Time-bar	Acceptance date of next claim
1-(a) Extensive Clinical Examination	13/03/2026	11 complete calendar months	01/03/2027
2-(a) Enhanced preventive advice and treatment	13/03/2026	2 complete calendar months	01/06/2026
3-(a) Filling (single surface)	13/03/2026	11 complete calendar months	01/03/2027
7-(a) Acrylic Denture (partial)	13/03/2026	11 complete calendar months	01/03/2027

Reminder – Orthodontic Specialists Cannot Register Patients

We continue to see orthodontic courses of treatment submitted with incorrect claim types selected. When a GP17-O is submitted with the wrong registration information it can cause interruptions to a patient’s general dental registration.

A GP17-O should only be submitted as an ‘Ortho Referral’ (Claim Type 5).

Orthodontic claims should **NOT** be submitted as 'Registration/Roll On' (Claim Type 1) as this creates a registration on your Orthodontic list number.

NHS Email Addresses

NHS emails are used for a variety of NHS updates 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** to ensure you receive the relevant communications and that the email address remains active.

Newly listed dentists should receive their NHS 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.

If you have any issues with access to your NHS email address, please contact the IT facilitators for your local health board. You can find contact details [here](#).

Practice Closure – Palo Alto return

Practitioner Services provide all practices with a Palo Alto device that enables connection to the NHS Scottish Wide Area Network (SWAN).

If a practice is closing, the Palo Alto box **must** be returned to practitioner services. Please post any Palo Alto devices that are no longer required to our Edinburgh office:

FAO Grahame Park
NHS National Services Scotland
1 South Gyle Crescent
Edinburgh
EH12 9EB

You must include all network and power cables that were originally provided with the box. If you require any support with the return, please contact our dental help desk by phone on 0345 034 2458 or by email at: nss.psddental@nhs.scot

Reminder: DO NOT refer patients to PSD for registration or prior approval queries

We have had patients contacting us to check their registrations or the status of their prior approval, after being referred to us by their dental practice. This is a reminder to practices that we are unable to discuss these queries directly with patients. If you have checked your registration detail report and can see that the patient is not registered at your practice, please refer them to the Public Dental Service as they will be able to properly advise the patient of their registration details. If there is an issue with a patient's registration, e.g. if you have not withdrawn their registration, or if a patient is adamant that they have not been elsewhere for treatment, please contact us for further clarification on behalf of the patients

Thank you for taking part in the PSD Annual Satisfaction Survey

A sincere thank you to all practitioners who took the time to complete our annual Satisfaction Survey throughout February. Your feedback is valuable to us, and we greatly appreciate the time you took to share your experiences and insights.

The survey is now closed. Over the coming weeks, we'll be analysing the responses in detail to understand what's working well and where improvements would make the biggest difference to you. We will provide an update on the results, and the actions we plan to take in response, during the summer months.

Thank you again for your continued engagement and support.

Change to Helpdesk Hours from April 2026

The Dental helpdesk will close at 3.00pm on Fridays from 10 April 2026.

The opening hours on Monday to Thursday remain unchanged. Please see table below for the updated times.

Weekdays	Helpdesk opening times
Monday	8.30am – 4.30pm
Tuesday	8.30am – 4.30pm
Wednesday	8.30am – 4.30pm
Thursday	8.30am – 4.30pm
Friday	8.30am – 3.00pm

Helpdesk Closure Over Easter Break

The Dental Helpdesk will be closed on **Friday 3 April** and **Monday 6 April 2026** for the Easter break. It will reopen at 8.30am on Tuesday 7 April 2026.



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

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