



Dental Schedule Communications

**Public Services Delivery
Scotland**



**June paid
July 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](#)

July paid August 2026 cut-off date: Thursday 6 August at 5pm

Dental Reform – Prior Approval for General Dentistry

Current Status of the Project

At this stage, we are primarily focused on system testing now that the development phase has completed. We plan to move to internal Public Services Delivery Scotland (PSDS) testing by mid-July. Our internal test team has prepared testing scripts and is actively engaged in other preparatory tasks to ensure readiness for acceptance testing as soon as the new changes are introduced into the test environment.

Regarding Practice Management Suppliers (PMS) and communications, in June we published PMS supplier timelines on [our website](#) and will continue to update these up to implementation. We met with all PMS suppliers again to discuss progress in July. Suppliers have not raised any issues with progress to date. One of our dedicated test environments that PMS suppliers can use for functional testing; the Fit for Purpose (FfP) environment is in the process of being updated and we anticipate it will be available for their use before the end of July.

Given the complexity of data setup during accreditation testing, which involves validating business scenarios, we require PMS suppliers to undertake some Fit for Purpose testing in advance of accreditation. The combination of FfP and accreditation testing will help ensure that PMS systems can submit both new and existing cases following the 1 November effective date.

The TURAS module remains in development, but we expect to have a draft ready for review in early July. Additionally, an update in [Mouthpiece](#) was released in early July 2026, providing a summary of information shared so far and further details regarding PMS supplier requirements during development. Work has begun on guidance and the team will build on this over the coming months.

Rent Reimbursement – GP234 Reminder

The deadline for the rent reimbursement for all four quarters of the financial year 2026/2027 has now passed.

If you have missed this deadline, you can still submit the form for part payment of 2026/2027 practice rental costs as follows:

- 31 August 2026 for quarters 3 and 4
- 30 November 2026 for quarter 4 only

Please ensure you use the most up to date GP234 form, which you can find on our website: [Apply for rates and rental reimbursement | National Services Scotland](#)

The practitioner's accountant must complete part 3 of the form. The GP234 form must be stamped. If your accountant does not have a stamp, then a confirmation on headed paper is acceptable. A business card would not be acceptable. Please submit your application by email to: nss.psd-dental-payments@nhs.scot

Change of Practice Management Software (PMS)

Please follow the guidance below if you already have a secure NHS connection but want to change your PMS.

What should I do if changing my PMS?

Email Practitioner Services at nss.psddental@nhs.scot to let us know which PMS you are switching to and the date of the changeover. Please provide this information at least 7 days before the changeover date to ensure systems are updated.

What happens after letting Practitioner Services know?

Practitioner services will reply to your initial email, attaching a new code of connection. They will ask you to complete and return pages 9 and 10. Once received, Practitioner Services will ensure the system is updated ahead of the changeover date.

What will happen to my open courses of treatment and open prior approvals?

Discuss how to manage the submission of any open courses of treatment, including prior approvals, with your current and new practice management software provider ahead of the changeover date.

ePractitioner Certificates Renewal

The systems that are used to support the submission of claims to Practitioner Services are due to have the certificates renewed. **All certificate renewals must be completed by Tuesday 25th August 2026.** Dental practices should expect to receive PIN letters from Atos for client (EPOC) certificate renewals between now and the 1st of August.

If you received a letter and the certificates are not updated prior to this date, you will no longer be able to submit patient details requests or claims until the certificates have been updated.

Some Practice Management Suppliers will do this on your behalf, and you may not receive a letter.

To complete the renewal process, dental practices will need to use the latest version of the Certificate Management Tool (CMT). If an older version is in use, you will be prompted to download and install the updated version.

Communications with practices via the PIN letter will additionally include the latest copy of the CMT User Guide.

Continuation of Care for Treatment Started by a Vocational Trainee

The following information aims to support the correct administration of claims that cannot be completed before the end of a vocational training period.

If a course of treatment has been started by a Vocational Trainee (VT) and it remains incomplete at the end of their training period, you should follow one of the two processes below:

1. **Keep the course of treatment open** so it can be completed by the next VT using the same VT list number under the supervision of the same trainer; or
2. **Follow the continuation case process** where the treatment will be completed under a different list number.

When to keep the course of treatment open

You should keep the course of treatment open if the list number continuing the treatment will **stay the same** (i.e. where the same list number will be used for the next VT). If you are unsure whether a course of treatment will be continued under the same VT List Number, please consult your trainer or practice manager before making any changes to the treatment plan.

When to follow the Continuation Case Process

You should follow the continuation case process if the course of treatment will be continued under a **different list number**. For example, this will apply where the VT becomes an associate at the same practice and will continue the treatment under their new associate list number.

Once a course of treatment has been sent for payment it cannot be re-opened or retrospectively marked as a “continuation case”. It is therefore important to determine the correct approach before submitting the claim.

For more information on how continuation cases work, please consult our [general continuation case guidance](#). You can also contact our help desk for guidance.

Customer Survey: What We Heard and What We Are Doing

We recently gathered feedback from Dental practitioners as part of our 2025–26 customer survey. We received 143 responses which highlighted your continued appreciation for the professionalism and expertise of Practitioner Services Dental staff, alongside some challenges around clarity of processes, particularly for claims, prior approval, and access to guidance. We have taken this feedback on board and have agreed a small number of realistic improvement actions for 2026–27, focussing on clearer communication, better signposting of roles and responsibilities, and improving access to practical guidance. We will continue to share updates as this work progresses.



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