



Dental Schedule Communications

Public Services Delivery
Scotland



September
paid
October
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](#)

October paid November 2026 cut-off date: Sunday 8 November at 5pm

System downtime – Tuesday 27 October 2026

eDental systems will be down on Tuesday 27 October 2026 due to essential updates. Details of the systems affected, and the planned outage window, will be published a few days in advance [on this page](#). Reminder communications will also be sent out by email. We apologise for any inconvenience this may cause.

Dental Reform – Prior Approval for General Dentistry

Current Status of the Project

Development and internal activities to Public Services Delivery Scotland (PSDS)

We are pleased to confirm that, from a PSDS perspective, Acceptance Testing is now complete. Internal training is also well underway, with multiple sessions scheduled to be completed by the week ending 9 October. Throughout October, we will continue to develop and refine our clinical and administrative procedures and processes to support a smooth transition and ensure teams are well prepared for implementation.

Practice Management System (PMS) Suppliers

Good progress continues to be made by PMS suppliers as we move towards implementation. Given the proximity of supplier testing timelines, the [website](#) is being updated regularly, so we encourage practices to check it frequently for the latest

information. These updates provide clear visibility of supplier progress and key milestones as implementation approaches.

Over the coming weeks, we will work with PMS suppliers to add further information about their implementation plans as they move closer to readiness. We remain in regular contact with suppliers and are working closely with them as they progress through development and testing and into Fit for Purpose and Accreditation.

Encouragingly, all PMS suppliers to date have met the Fit for Purpose testing and Accreditation timescales they previously provided. This reflects the continued momentum across the project and suppliers' commitment to achieving implementation readiness.

Fit for Purpose testing is the first stage of assurance testing, followed by Accreditation testing, which validates specific business scenarios. PMS suppliers will also have completed their own internal testing before undertaking these stages with us. Together, these activities provide a strong level of assurance that PMS systems will be prepared to support the submission of both new and existing cases from the 1 November implementation date.

Communications, Training and Procedures

PCA(D)(2026)5 – Amendment No. 169 to the SDR – Prior Approval for General Dentistry

was published on 17 September. We encourage you to familiarise yourself with both the PCA and the relevant SDR changes ahead of implementation.

Guidance materials to support practices are currently undergoing external review. While publication was initially planned for the end of September, we intend to issue the guidance in mid-October, closer to the point when practices will be preparing for the changes. This will help ensure the information is timely and relevant.

The Discretionary Fee Guide is also ready for publication and will be made available at the end of October, alongside information on error messages, via the website.

Further support is available through the TURAS e-learning module, "Prior Approval Reform 2026 e-Learning Module", which was made available from 17 September. We encourage you to access the module through TURAS to help prepare for the changes. "Prior Approval Information Tables" will also be available to download, providing details of the tier threshold levels.

Implementation and Downtime

We have been working closely with our IT supplier, Atos, on detailed implementation planning to support a smooth transition. Our planned implementation date is Tuesday 27 October, when a period of essential system downtime will be required from 9am until midnight.

Before 9am that morning, your PMS will be able to retrieve any outstanding prior approval update response messages from the previous day. From 9am until the planned work is complete, patient detail requests, claims and prior approval submissions for both General Dentistry and Orthodontics will be temporarily unavailable and attempts to submit them will result in an error.

We appreciate that this planned downtime will require practices to plan ahead, and we are providing advance notice to help minimise disruption. A reminder will be published on the website, and we will also issue an email prompt on Monday 26 October.

Thank you for your continued engagement and support as we approach implementation. The progress made across testing, supplier readiness, training, guidance and implementation planning puts us in a positive position as we prepare for the changes.

Digital webforms for Continuing Professional Development Allowance (CPD) now live

We are pleased to announce that the Digital Webforms for the submission of Dental CPD Allowance applications are now live. This submission process will replace the GP214 form.

The Digital Webforms are available for the **non-PSD Scotland courses only** and replaces the use of the PDF version of the GP214 form.

Please continue to use the **NES Portal for all PSD Scotland-run or delivered courses**.

When to use the Digital Webforms

Digital Webforms: Use for CPD claims relating to **non-PSD Scotland courses**.

NES Portal: Use for CPD claims relating to **PSD Scotland courses**.

How to access the Digital Webforms?

The digital webforms are available via [this link](#).

You must be connected to a secure NHS network to access the digital webforms.

Detailed guidance on using the digital webforms and CPD eligibility has been published [on our website](#).

Already submitted a claim using the previous PDF form?

If you have already submitted a CPD claim using the previous PDF form, **do not submit it again** using the digital webform.

Re-approval Submissions for Prior Approval

Practitioners should submit a Prior Approval case for re-approval consideration whenever there is a proposed variation or addition to a previously approved case. Such submissions should be clearly identified as re-approval requests by using the appropriate re-approval process within their Practice Management System.

Cases that have not previously received Prior Approval should not be submitted as re-approval requests and should instead be submitted as new applications.

General Dentistry

Appropriate Materials

The narrative to item 3 of the Statement of Dental Remuneration refers to the use of an 'appropriate material'.

Clarification on the use of glass ionomer in load-bearing situations on permanent posterior teeth was included in a document which was emailed to all practitioners in April 2025. Glass ionomer cements are not considered to be suitable as a definitive restorative material in permanent posterior teeth in a mechanically loaded situation due to their poor mechanical

properties such as low abrasion resistance, fracture strength, toughness and wear, and should not be claimed as a definitive filling material in permanent posterior teeth in stress-bearing applications where an occlusal or interproximal surface is involved.

If such a material is being used as temporary restorative, for any length of time, no claim for payment should be made under item 3.

Prior Approval Re-approval Submissions

Paragraph 28 of Schedule 1: Terms of Service for Dentists of the National Health Services (General Dental Services)(Scotland) Regulations 2010 states that a dentist must seek re-approval if there is any subsequent variation to, or addition to, an approved course of treatment.

This does not include cases where a patient has failed to return which can be submitted without reapproval ensuring that the appropriate section is marked.

A new prior approval case should not be submitted marked as a re-approval.

Orthodontics

Regulation 6-(3)(e) of the National Health Services (General Dental Services)(Scotland) Regulations 2010 states that a dentist may not provide general dental services (except insofar as those services are limited to orthodontic treatment) where that dentist has indicated that they will only provide orthodontic treatment.

This includes where a practitioner is managing the orthodontic care for a patient on referral for expertise.

Claims under Section IX – Orthodontic Treatment of the Statement of Dental Remuneration includes appliances constructed of suitable materials and any necessary oral hygiene instruction and general patient management, therefore, it is not appropriate for an orthodontic only list number to submit a claim under item 2(a) [code B001] as part of a course of orthodontic treatment.

Regulation 25 of National Health Services (General Dental Services)(Scotland) Regulations 2010 states that where the SDPB considers that it has made a payment in circumstances where it was not due, it shall draw the overpayment to the attention of the person to whom the payment was made and the amount overpaid shall be recoverable.

Coming Soon: Dental Adviser / Dental Reference Officer Recruitment

We will shortly be advertising for a Dental Adviser/Dental Reference Officer. The post holder will answer questions posed by practitioners, consider treatment plans submitted for Prior Approval, as well as undertaking post treatment verification to support practitioners providing dental care, and to ensure that patients in Scotland receive treatment of an appropriate standard.

The appointment would be suitable for applicants with significant experience recently gained working in a dental practice in NHS General Dental Services in Scotland.

Prior Approval Processing Times: Update

Following our previous update on Prior Approval delays, we are pleased to advise that a recovery plan is now in place, and **processing times are beginning to improve**. We are actively continuing to increase Dental Adviser capacity and reduce the number of outstanding cases. We have several conditional employment offers placed with general and orthodontic advisers and will be advertising further posts in the next few weeks.

Current position

As of 5 October 2026, indicative processing times are:

- General Prior Approval: **14 working days**
- Orthodontic cases:
 - IOTN 3: **100 working days**
 - IOTN 4: **20 working days**
 - IOTN 5 (except 5i): **19 working days**
 - IOTN 5i: **50 working days**

There is no nationally mandated processing time for Prior Approval decisions. Requests are managed on a best endeavours basis, and we remain committed to processing them as quickly as possible.

Keeping you updated

We will continue to provide updates on Prior Approval processing times via the Practitioner Services website:

[View Prior Approval timescales](#)

You can check the submission date on your Practice Management Software and compare it with the date we are currently working on. This will help you estimate when you are likely to receive a decision.

What practitioners should and should not do

To help minimise delays and support efficient processing:

Please do:

- Including all required information and supporting evidence when submitting a request.
- Respond promptly if we contact you for further information.

Please do not:

- Submit a duplicate request as this adds to the caseload and may slow processing for you and other practitioners.

We recognise the impact that delays may have and are working to improve turnaround times as quickly as possible.

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:

- 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



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

Visit [NSS Practitioner Dental Services](#)

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