



Dental Schedule Communications

June
2022

Welcome to the Schedule Communications where you will find all our latest news and useful information.

New Senior Dental Adviser - Gerard Boyle



We are pleased to announce the appointment of our new Senior Dental Adviser in Practitioner Services (PSD). Gerard Boyle has been appointed to the role previously held by Alan Whittet, who recently retired.

Gerard has spent over 30 years in general dental practice, most of this time as a partner in a busy NHS practice in Glasgow. With 15 of these years as a health board dental practice inspector and Dental Practice Adviser (DPA). Gerard also has 10 years' experience in postgraduate education with the Faculty of General Dental Practice Scotland. He represented the profession nationally on the British Dental Association's Scottish Dental Practice Committee (SDPC) and locally with Greater

Glasgow & Clyde LDC, between 2004 and 2019. Gerard joined the Practitioner Services clinical team on a full-time basis in 2019 and took up the post of Senior Dental Adviser on 16 May 2022.

Error message guidance

If you receive an error message on your software when trying to submit a claim for payment or for prior approval, you should check the [guidance](#) on the eDental and eOrtho pages of our website to help you resolve the error.

Understanding eSchedule reports

The monthly eSchedule consists of a number of pre-defined reports. If you are new to using eSchedules, or require some support in running and understanding the reports available, there is [information and guidance](#) available on our website covering how to run and manage your reports, as well as guidance on the information contained within each report.

eDental web form ceasing from 1 September 2022

The eDental web form will cease from 1 September 2022. The web form was a solution to allow practices who did not have a practice management system to submit claims electronically when eDental became mandatory in 2018.

We recently contacted all practices who did not have a Practice Management System (PMS) and were using the web form only to submit claims for payment and prior approval to make sure they have a plan in place for when the service ceases on 1 September 2022.

Some practices who do have a PMS still submit their prior approvals through the web form. These practices must make sure they are submitting all claims through their PMS by 1 September 2022.

Administration forms

Please make sure all administration forms are emailed to:

nss.psd-customer-admin@nhs.scot

All forms must be submitted from your secure NHS.scot email account.

June paid July cut-off date: To be confirmed

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

Visit the [Dental Services page on the NSS website](#).