



Dental Schedule Communications

September
paid Oct
2022

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](#)

Guidance for when a patient informs you that they want to change their name and/or sex when they choose to live in a changed gender

The patient will make this request through their General Practitioner (GP) service which controls changes to patient details on the Community Health Index (CHI).

The decision on when to change a patient's CHI will be decided following an agreed and managed process of transition often with no expectation for people to undergo gender reassignment before changing part or all their CHI details.

Once the patient informs you that their details on CHI have been amended then you must send us a Patient Detail Amendment form (dental [287](#) form) before submitting a claim with the patient's new details.

After we have changed our records, the details you enter when carrying out a patient search will match to the amended record in our system.

If you submitted a prior approval request with the patient's original details, but submit the payment claim with the patient's new details, you will need to add observations to

the claim detailing the original prior approval reference number, PA date, patient's date of birth, previous names, sex and CHI number.

Scottish Dental Reference Service (SDRS) & Dental Reference Officer (DRO)

When a patient is selected to attend for DRO examination, the dentist will be notified via a D4 letter from the SDRS. Previously, this would have been received by post, and any communication from the dentist was also by post.

Please note, all communication is now via secure NHS mail only.

Dentists must ensure they respond to such requests from SDRS within 7 days, attaching any information relevant to the case, such as clinical observations, radiographs, and any other supporting information - in electronic form to:

nss.sdrs@nhs.scot

Please do not post anything to our offices at Meridian Court or Gyle Square.

Importance of Dentists' access to and use of NHS email

Dentists' NHS email is used for a variety of NHS communications 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.

Newly listed dentists should receive their email account from the local health boards. If they have never received this account information, they should contact their local health board.

If a dentist has changed their name and wants to change their email, again contact the local health board.

If you need to change/reset your eSchedule password, this can be done online via the Directory Information System website.

Because dentists' emails are linked to some eDental services it's important to maintain that access by advising us of any change to their email addresses using the contact for customer services at the end of this communication.

Reintroduction of Patient Signatures on GP17 forms

For courses of treatment started on or after 1 November 2022, the requirement for patients, or their guardians, to sign GP17PR or GP17(O)PR forms will be reintroduced. This was temporarily removed during the pandemic for infection prevention and control purposes.

NHS Boards will have received revised forms by 11th October 2022 and will distribute these to dental practices in their areas.

Practices that use tablets may resume taking patients' signatures on the electronic declaration.

For further information, please read [PCA\(D\)\(2022\)7](#).

Risk Posters for display at all Practices

This [poster](#) is used across Scotland to explain patient radiographic risk. It is an accommodation that allows dental practitioners to use this resource rather than explain to every patient the amount of radiation a patient may be exposed to prior to any dental radiograph.

It is a requirement that this poster be visible and readable for all patients. It was distributed a number of years ago and many posters have been moved or removed as surgeries redecorated. This is a reminder that it is required across primary care and is available on [IR\(ME\)R2017 Risk Poster with Guidance | Scottish Dental](#).



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

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