



Dental Schedule Communications

July paid
August
2023

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](#)

PCA(D)(2023)4 includes full details of dental payment reform

A letter from the Chief Dental Officer which provides full details of Scottish Government's payment reform, including the new list of items of service fees, which will launch on 1 November 2023. For further information, please read [PCA\(D\)\(2023\)4](#)

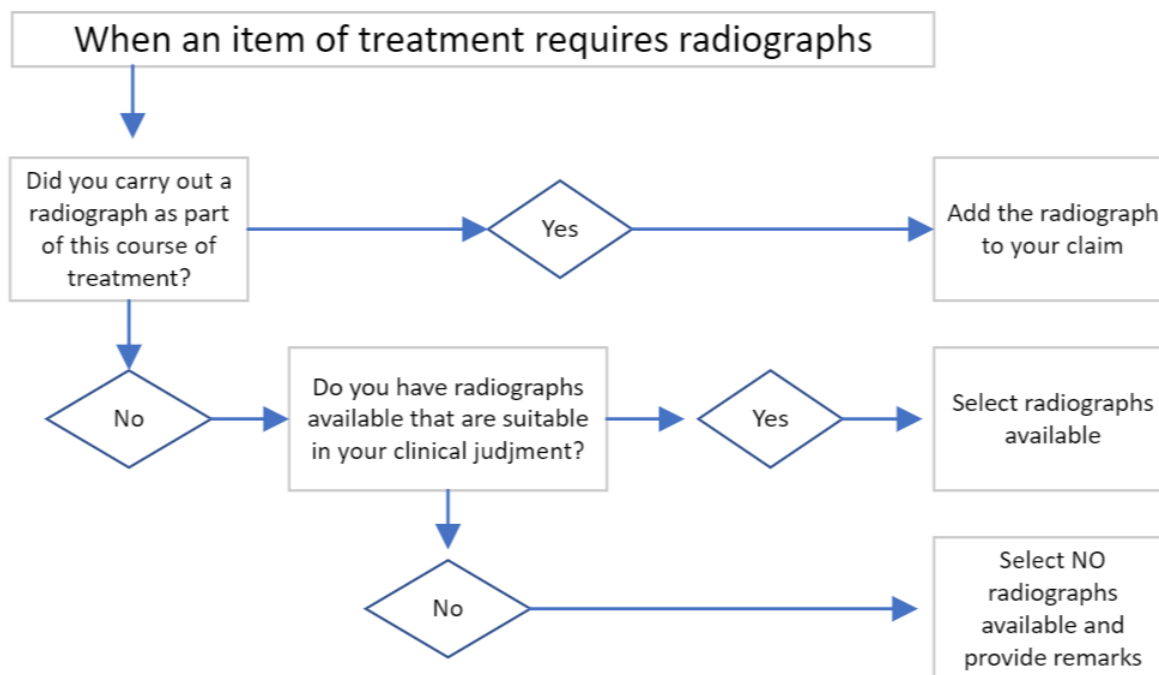
Advice on using the “No Radiographs Available” and general observations.

We are noticing an increase in the incorrect use of **no radiographs available and the associated remarks text box**, this requires our admin staff to provide manual intervention to process claims for payment.

Unnecessary remarks

- N/A – this counteracts the no rads being declared,
- Radiographs are available – **radiographs available should be selected instead**,
- RCT – **radiographs were already on the claim as part of that treatment**,
- OPG taken on previous claim 10/02/2023 – **radiographs available should be selected**. This is normally when regulation prevents another OPG being taken, and you can utilise a recently taken radiograph. (Panoral film normally not more than one film to be taken every 3 years)

The **no radiographs available** declaration should only be used to advise us when no item code for radiographs is on the claim and / or radiographs available is not entered, but another treatment item being claimed requires radiographs.



Correct use of radiograph remarks

- Pregnant patient requiring endodontic treatment and the practitioner made use of an apex locator to provide treatment without having taken radiographs.
- Attempted several times to take PA, pt unable to tolerate due to strong gag reflex.

General observations are also being used unnecessarily to advise us that a patient failed to return or to advise us of treatment already detailed on the claim.

Common observations that cause delay to the claim payment process are:

PFTR, RCT. Partial denture, and even special characters such as **full stops**.

Please have a discussion within your practice to identify when your dentists are using observations as this should be limited to when you have an action or instruction for us. If you need clarification on observations, please contact us and we will advise further.

Our internal Teams

Check out our team profile videos that highlight what we do, [Our Teams](#)

REMINDER - Rent reimbursement - GP234 form

All practices that wish to claim for reimbursement of practice rental costs for financial year 2023/24 were required to submit an up to date GP234 form to us by 28 February 2023. This will make sure you receive payment for all four quarters of the financial year 2023/24 if you

are eligible for this allowance. In all cases part 3 of the form must be completed by the practitioner's accountant.

Please submit your application by email to nss.psd-dental-payments@nhs.scot

If you have missed the deadline of 28 February 2023 for payment for all four quarters of the financial year 2023/24, and the deadline of 31 May 2023 for quarters 2, 3 and 4, you can still submit the form for part payment of 2023/24 practice rental costs as follows:

- 31 August 2023 for quarters 3 and 4
- 30 November 2023 for quarter 4

NHS NSS Practitioner Services Customer Satisfaction Survey

Thank you to everyone who took time to respond to this year's Customer Satisfaction Survey - we have had a total of 554 responses across Primary Care. Your participation and input are greatly appreciated and valued.

Early look at the data tells us that many of you have had good experiences of our services and there are positives to build on going forward. However, there are clearly also areas for improvement, and a detailed analysis is now under way to look at what these are. Key findings will be followed up in focus groups with practitioners in September and the results will be shared with you in due course.

Thank you again for your support.

Anna Rist, Customer Experience Manager

September Bank Holiday

The helpdesk will be closed on 18 September 2023.



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

Visit [NSS Practitioner dental Services](#)

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