



Dental Schedule Communications

**November
paid Dec
2023**

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

December paid January cut-off date: 04 January 2024

Access the schedule close dates and prior approval timescales [here](#)

Implementation of Determination 1

November saw the introduction of Dental Reform, a new simplified system for dental claiming. The aim of the reform is to make the treatments available under NHS General Dental Services (GDS) easier for patients to understand and to simplify remuneration for dentists, for example through the significant reduction of individual items in Determination 1 of the Statement of Dental Remuneration (SDR).

The teams within Dental Services worked closely with the Scottish Government and the various dental software suppliers in the lead up to the Dental Reform, to ensure the transition was as smooth and straightforward as possible for the dental profession.

With the help of the Business Change Department, Dental Advisers, Prior Approval team and Customer Administration, the Customer Services team have been resolving several email and phone queries relating to Dental Reform daily. We expect the enquiries to decrease in due course as dental practitioners become more familiar with the simplified system. We created guidance on the [website](#) which has been useful to direct the profession to, to help them understand the changes.

Feedback received from the profession has been very positive, with one practice saying:

'I think we can all say we are delighted with this simplified new system. It will be a joy for both us and you to be mostly free from the prior approval system for advanced surgical dentistry. This is a welcome change, and we applaud you for making this happen.'

Further Clarifications published on website

We have added a section to include [further clarification](#) on specific Statement of Dental Remuneration (SDR) items where clarification has been provided by the Scottish Government.

Managing treatment plans opened before 1 November 2023

Any active courses of treatment opened before 1 November 2023, but not completed, must remain open until the course of treatment is complete.

If treatment needs to continue with another dentist's list number, usually following a dentist's resignation, then the [continuation case process](#) must be followed. This process is a function of your Practice Management Software (PMS) and therefore general and technical support for these claims should be from your PMS support.

Helpdesk Festive opening hours

Date	Helpdesk opening times
Friday 22 December 2023	8.30am – 4.00pm
Monday 25 December 2023	Closed
Tuesday 26 December 2023	Closed
Wednesday 27 December 2023	8.30am – 4.30pm
Thursday 28 December 2023	8.30am – 4.30pm
Friday 29 December 2023	8.30am – 4.00pm
Monday 1 January 2024	Closed
Tuesday 2 January 2024	Closed
Wednesday 3 January 2024	8.30am – 4.30pm
Thursday 4 January 2024	8.30am – 4.30pm
Friday 5 January 2024	8.30am – 4pm



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

Visit [NSS Practitioner dental Services](#)

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