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edition**



**Mouthpiece**

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## Dental Reform

Dental Reform was introduced in November 2023. 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 within the Statement of Dental Remuneration (SDR).

We created [guidance](#) on our website, including a [Further Clarifications](#) section which addresses specific SDR items where clarification has been provided by the Scottish Government following discussion with our Dental Advisors and the wider team here at Practitioner Services (PSD).

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"*.

If you have any feedback or questions on the changes, please email us at [nss.psddental@nhs.scot](mailto:nss.psddental@nhs.scot)

## Amendment No. 164 to the Statement of Dental Remuneration (SDR) – Enhanced Domiciliary Care Fees

[PCA\(D\)\(2024\)2](#) advises that Item 8- Domiciliary Visit and Recalled Attendance in [Determination I](#) has been amended to allow this item to be claimed by enhanced domiciliary care dentists per care home location visited. This can be claimed in addition to all required items of treatment and enhanced skills allowances.

This change was effective in [Amendment No. 164 to the SDR](#) from 1 May 2024.

## Changes to eSchedule reports

The term 'continuing care' was withdrawn from [Determination 1 of the Dental Reform SDR \(Statement of Dental Remuneration\)](#) in November 2023. The capitation and continuing care arrangements were combined into a single unified NHS capitation arrangement, resulting in the removal of all references to continuing care arrangements from the regulations.

Whilst the term 'continuing care' has been withdrawn, registration payments for both adult and child patients continue to be paid in the same manner, tiered into age-related bands as detailed in Section X of the [SDR](#).

Reports in eSchedules have continued to display age banded breakdowns in the usual sections and have also still referred to Capitation and Continuing Care. This will soon be changing, and the reports will be updated to remove any reference to Capitation and Continuing Care.

Please note that the following two reports will be renamed:

- 'Capitation and Continuing Care Patient Information' will be changed to 'Patient Information'.
- 'Capitation and Continuing Care Payments' will be changed to 'Registration Payment'.

This change will apply to all historical reports run after the change has been made, apart from the 'Patient Information' report as this report can only be run for the current schedule month.

Our [eSchedules guidance](#) will be updated to reflect these changes.

## NHS Network Update: CAT20 (Fortinet) replacement

All NHS dental practices currently connect to the NHS network called Scottish Wide Area Network (SWAN) using an NHS device called a CAT20 (Fortinet router). This connects the practice PC network to SWAN using the practice internet.

This original SWAN contract with Capita is coming to an end. Following a comprehensive procurement exercise, BT were selected as the provider for the new SWAN contract. NHS Scotland need to be fully migrated over to the new BT SWAN network by December 2025, with no services remaining on the Capita SWAN network. In order to achieve this, we will shortly be starting to roll out the replacement service for the CAT20 service.

The new service is broadly similar to the CAT20 service but uses Palo Alto firewalls instead of Fortinet firewalls. The service will significantly improve the security controls in place, which will further protect dentists and the NHS. The swap-out of the old service for the new one will be a simple case of unplugging the old device and connecting the new device in its place. As always, full instructions will be provided and NSS will be on hand to help if any issues arise, as will BT.

We will be replacing the CAT20 service in 700 dental practices in this financial year. Our dental Customer Services team will contact the practices directly to advise when your service is being replaced.

Please ensure that you retain the CAT20 device after this change takes place, as all NHS CAT20 devices will need to be returned. **The CAT20 will need to be stored on site and will be collected by Capita**, who will contact the practice to arrange a pickup.

### Prior Approval

We have seen a substantial increase in the number of breaches of the NHS (GDS) Regulations in relation to Prior Approval, since the introduction of the new SDR in November 2023.

Practitioners should bear in mind that any variation to a course of treatment (resulting in either an increase or decrease in the value of the course of treatment) already approved, requires resubmission for Prior Approval, or it is a breach of the National Health Service (General Dental Services) (Scotland) Regulations 2010. Please note, the Regulations have not changed in this respect since 2010.

If the Regulations are not adhered to, with regard to Prior Approval, and the treatment is undertaken, the practitioner may not be entitled to payment for that course of treatment.

We would direct practitioners to:

*Paragraph 28 (Prior Approval of Care and Treatment), sub-paragraphs (3) to (5),*  
contained within -

*SCHEDULE 1 (Terms of Service for Dentists), of the National Health Service (General Dental Services) (Scotland) Regulations 2010.*

<https://www.legislation.gov.uk/ssi/2010/208/contents/made>

## Further clarification: Fissure Sealant and Sealant Restorations

### Fissure Sealants

May be provided as a primary preventive measure, under item 2-(b), as follows:

- On unfilled permanent molars, within 2 years of eruption;
- On premolars, only if they are hypoplastic;
- On retained deciduous molars, only if they are unfilled and have been retained into the adult dentition phase;
- For child and adult patients with special care needs or high caries risk, they may be claimed beyond 2 years of eruption. The reason for such a claim should be documented in the patient record and clearly stated for Prior Approval submissions.

All fissure sealants should be maintained and replaced, if required, for a period of 23 complete calendar months after placement. A second payment claim cannot be

submitted for their replacement under the first bullet point above. However, this item may be claimed again, if required, in the circumstances listed under bullet points 2-4, but only after 23 complete calendar months have elapsed since their previous application.

### Sealant Restorations

These were previously claimable under items 14(h) to 14(j) in [SDR 160](#) or earlier. They may now be claimed under item 3-(a). Please note, an additional composite supplement fee may NOT be claimed for sealant restorations.

## 3 month rule

As detailed in the [SDR](#) under Section XI - Conditions of Payment of Remuneration and Submission of Dental Payment Claim Forms, if a general or orthodontic payment claim is **submitted over 3 months from the date of completion** of the treatment plan, the claim will reject on your system.

*“3.—(1) Where treatment for a patient is provided, a dentist, including a salaried dentist, must submit the appropriate dental payment claim to the Board within three months of the completion of care and treatment.”*

When a claim is rejected due to the 3 month rule, you will receive the following error: *E000626: Your claim was not received within 3 months of the completion date.*

The 3 month rule also applies to part 1 [continuation cases](#).

There are some exceptional circumstances where payment will be considered, including:

- any claim where a computer software issue was the cause that was beyond the practitioner’s control and can be verified;
- if errors or omissions are attributable to Practitioner Services;
- if entry of the claim into our payment system may have been delayed, after submission by the practitioner.

If you wish to appeal a claim that has been rejected due to the 3 month rule for any of the reasons listed above, you should email [nss.psd-customer-admin@nhs.scot](mailto:nss.psd-customer-admin@nhs.scot)

# Scottish Dental Reference Service (SDRS): Process and Updates

## Dental Reference Officer (DRO) appointment letters

When a patient is called to attend a DRO appointment, we write to the patient to request their attendance on a specific day when a clinic is scheduled at a location nearest to the practice at which they are registered. Only once the patient confirms they are able to attend the appointment, will we write to the dentist asking them if they wish to attend the appointment. Thus, if patients have not yet confirmed or arranged a time for their appointment, the dentist will not be notified.

## SDRS Process and Updates

When a patient confirms they will be attending an SDRS appointment, the dentist will be notified via a D4 letter from the SDRS, which will be received by email.

Dentists must ensure they respond to such requests from SDRS by email within 7 days to [nss.sdrs@nhs.scot](mailto:nss.sdrs@nhs.scot).

We are currently in the process of updating these letters, which will also include an editable form for the dentist to complete when responding to the letter. We will keep you updated on these changes. We advise you to keep checking our **monthly communications**.

## Reminder: All communications are by secure NHS mail only

Please remember to only use email when sending correspondence or relevant documentation relating to SDRS, to our SDRS team. All communications, including any information relevant to the case such as clinical observations, radiographs, and any other supporting information, can be sent to [nss.sdrs@nhs.scot](mailto:nss.sdrs@nhs.scot) from an NHS email.

Please do not send anything by post.



## The last bridging payment

The 10 % on Item of Service (IOS) bridging payment ended on 31 October 2023. In line with the [PCA](#), there will be a reconciliation exercise relating to the bridging payment for treatment claims opened prior to 31 October 2023 but submitted after 31 October 2023. Therefore, any claims started prior to the 1 November 2023, and sent for payment before 31 May 2024, would receive the 10% uplift. Two manual payments will be made for this reconciliation; one was made in the February paid March 2024 schedule and another will be made in the May paid June 2024 schedule. Any payment due will be detailed on line 7 of the eSchedules Account 7 report.

## Checking Patient Registrations

If you are unsure whether a patient is registered at your practice, or you would like to know which dentist a patient is registered with within your practice, you can follow the steps below to run registration reports. These reports provide registration details for all patients registered within a practice.

The eSchedule contact for the practice can access the patients registered at the practice by choosing the option “Registrations Detail”.

### Online Reports

Treatment, payment and patient reporting

The following reports are available:

Payment Schedule Reports

[Remittance Advice](#)

[Account 7 General](#)

[Account 7 Commitment](#)

[Additional Payments and Recoveries](#)

[Allowances and Superannuation](#)

[Capitation and Continuing Care Payments](#)

[Capitation and Continuing Care Patient Information](#)

[Item of Service Payments](#)

[Item of Service Detail](#)

[Item of Service Adjustments](#)

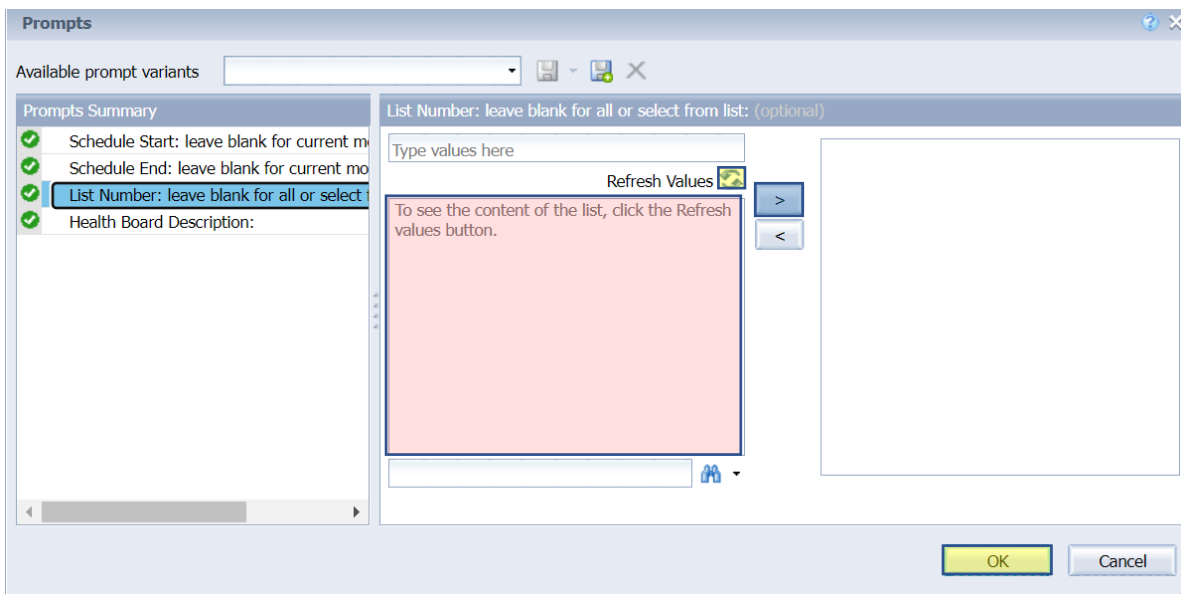
[Registrations Summary](#)

[Registrations Detail](#)

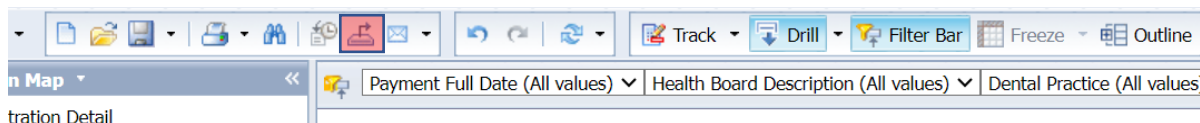
[Superannuation Cumulative](#)

The following prompt will appear. Under List Number, press the “Refresh Values” button. This will show all the active and historical list numbers within the practice that

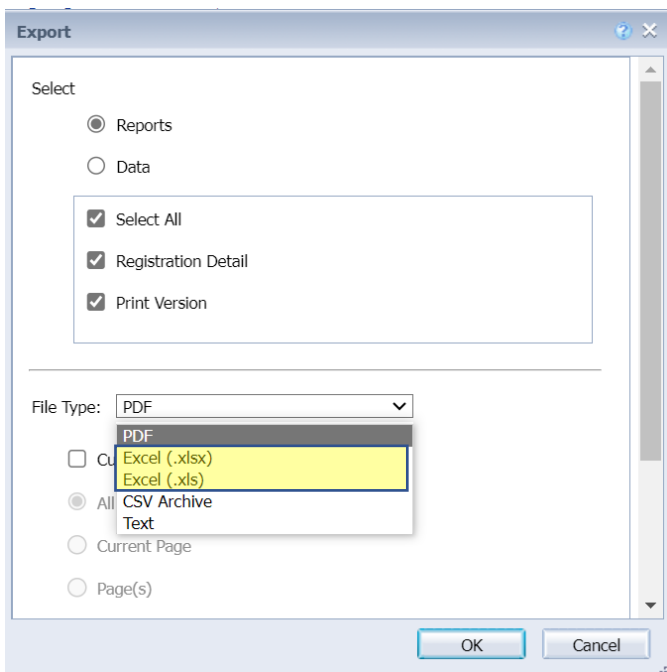
the eSchedule contact has access to in the box highlighted in pink. Select the relevant values from the box and click the arrow pointing to the right. And finally select “OK”.



To export it, click the following option found on the top left corner.



You can choose to export them into an excel document, which will be editable.



Once you have exported these reports, you can search for names and/or dates of birth to doublecheck the registration of patients. This will allow dentists to access the up-to-date list of patients registered to them. The eSchedule contact will be able to have multiple list numbers on one report and will therefore be able to check which dentist a patient is registered with within the practice.

After exporting the report into excel, all the data will present on one tab. It will show the list of patients registered under each list number (see below). Therefore, when searching for a specific patient, please ensure that you check which list number they are registered under.

List number 00000  
Name XX XX XX

Patient ID	Surname	Forename	CHI	Date of Birth	Sex	Postcode	Registration Type	Initial Registration Date	Period Start Date	Due to Reduce Date

List number 00000  
Name XX XX XX

Patient ID	Surname	Forename	CHI	Date of Birth	Sex	Postcode	Registration Type	Initial Registration	Period Start Date	Due to Reduce Date

List number 00000  
Name XX XX XX

Patient ID	Surname	Forename	CHI	Date of Birth	Sex	Postcode	Registration Type	Initial Registration	Period Start Date	Due to Reduce Date

## Patient transferred outwith practice

You can check if there have been any changes to your registration list by running the “Capitation and Continuing Care Patient Information” report. This report will show changes to a patient’s registration. For instance, if they have registered with a different practice, it will show as “transferred outwith the practice”. Please see images below for guidance.

- [Payment Schedule Reports](#)
- [Remittance Advice](#)
- [Account 7 General](#)
- [Account 7 Commitment](#)
- [Additional Payments and Recoveries](#)
- [Allowances and Superannuation](#)
- [Capitation and Continuing Care Payments](#)
- [Capitation and Continuing Care Patient Information](#)
- [Item of Service Payments](#)
- [Item of Service Detail](#)
- [Item of Service Adjustments](#)
- [Registrations Summary](#)
- [Registrations Detail](#)
- [Superannuation Cumulative](#)

List Number 00000  
Name Dentist

Patient	Patient Sex	Patient D.O.B.	CHI Number	Reg Type	Registration Initial Date	Registration Status Description	Effective Date
BLOGGS	JOE	01/01/2000	0000000000	CON_CARE	01/01/2023	Transferred outwith the practice	01/01/2024
DOE	JANE	01/01/2000	0000000000	CAP	02/01/2023	Transferred outwith the practice	01/01/2024
SMITH	JOHN	01/01/2000	0000000000	CON_CARE	03/01/2023	Transferred outwith the practice	01/01/2024

Please ensure that this information is correct. You can do so by contacting the patient to confirm that they have indeed registered elsewhere, or by contacting us: [nss.psddental@nhs.scot](mailto:nss.psddental@nhs.scot). If you have contacted the patient, and they have advised that they have not been elsewhere, please email us as there might be an issue with the patient details.

If you notice that the records we hold for a patient are wrong (e.g. incorrect spelling of their name or incorrect CHI), please submit a 287 form to our Customer Administration team ([nss.psd-customer-admin@nhs.scot](mailto:nss.psd-customer-admin@nhs.scot)) to have these details corrected. You can find this form [here](#).

Please note, as detailed in the article above regarding changes to eSchedule reports, the reports will soon be changing to remove any reference to the term 'Capitation and Continuing Care', and the guidance will be updated to reflect this.

## Reminder: Please only send patient data from an NHS email

We have been receiving a number of enquiries from non-NHS email addresses containing patient confidential data. Please note that we cannot process any patient information received from a non-NHS email, and we also cannot send any patient details to a non-NHS email.

To ensure the protection of patient data, please only email us these details using an NHS email.

### Practice staff distribution list

We are currently reviewing our communication processes and are looking to create an email distribution list of dental practice staff, including practice managers and administration staff who may find it useful to receive communications from us, including our [monthly schedule communications](#) as well as ad hoc relevant communications such as eDental system downtime notifications. We currently have an email distribution list of dentists who we send this information to however we are aware that this information may also be useful to other staff within the practice.

Please circulate this message within your practice and if you have any staff members who would like to be included in this distribution list, please ask them to email us at [nss.psddental@nhs.scot](mailto:nss.psddental@nhs.scot)

Please note this does not have to be an NHS.scot email account.

### Practitioner Services website

Our [website](#) is designed to help you find information that is useful to you. It is a useful tool for accessing information and guidance on important areas including claims, allowances and payments, eSchedule reports, schedule close dates, and prior approval timescales. We have also published guidance relating to the Dental Reform, and have added a section to include further clarification on specific SDR items where

clarification was provided by the Scottish Government following discussion with Dental Advisors and PSD. We update our website regularly. Therefore, we invite you to please take time to familiarise yourself with the information that is available on our website. If you have any suggestions for any improvements or changes to the information that is available to you, please email us at [nss.psddental@nhs.scot](mailto:nss.psddental@nhs.scot)

## **NHS NSS Practitioner Services Customer Satisfaction Survey 2024**

We are keen to know how we are performing and how you feel about the services we provide. Understanding what your priorities and concerns are will help us improve and continue providing the best possible service to you.

Please tell us what you think in our annual Customer Satisfaction Survey using the link below. Please feel free share the link with any professional contacts; the more views we receive, the better we can target improvements to our services.

<https://forms.office.com/e/YkFNV3KTyD>

**The survey closes on 30 June 2024.**