



## Dental Schedule Communications

September  
paid October  
2024

**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](#)**

**October paid November paid October cut-off date: Thursday 7 November 2024 at 5pm**

### **CAT20 (Fortinet) replacement**

We are currently rolling out the replacement of the CAT20 (Fortinet routers). The new service is broadly similar to the CAT20 service but uses Palo Alto firewalls instead of Fortinet firewalls. We are currently replacing the CAT20 service in 700 dental practices in this financial year and our Customer Service team will contact your practice directly when your service is due to be replaced. When you receive your new device please install it as soon as possible, and ensure that you retain the CAT20 device after the 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 collection.

### **Dental prescriptions – black ink only**

Please can you make sure you use **black ink only** when issuing NHS dental prescriptions. Our pharmacy team have been receiving prescriptions to process for payment which have been completed using red ink and their scanners cannot read red ink, which then causes a delay in payment. This applies to the use of both red pen ink and red stamp ink.

### **Request for practice or practice manager email addresses**

We are collating a list of practice and/or practice manager email addresses for any important or urgent updates pertaining to your practice.

We would like your help in providing us with your practice email, or your practice manager's email. You can do this by emailing us this information at [nss.psddental@nhs.scot](mailto:nss.psddental@nhs.scot). This does not have to be an NHS email address, just an email address of an account that is regularly accessed.

Please include the location number or the full name of the practice and the address when emailing us.

Thank you to everyone who has already provided this information.



Telephone: 0131 275 6300 | e-mail: [nss.psddental@nhs.scot](mailto:nss.psddental@nhs.scot)

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