



## Dental Schedule Communications

January  
paid  
February  
2026

**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](#)**

**February paid March 2026 cut-off date: Sunday 8 March at 5pm**

### **Scottish Government PCAs**

**[PCA\(D\)\(2026\)02](#)** notification of changes to:

- Prior Approval (General Dentistry)
- Mandatory Training (Provisional Listing)

**[PCA\(D\)\(2026\)01](#)** notifies dentists and dental bodies corporate, who provide NHS dental services, that it is the intention of the Scottish Ministers to introduce a Declaration of Compliance of Terms of Service.

### **Rent reimbursement – GP234 deadline**

All practices that wish to claim for reimbursement of practice rental costs for financial year 2026/27 are required to submit an up-to-date GP234 form to us by **28 February 2026**. This will ensure you receive payment for all four quarters of the financial year 2026/27 if you are eligible for this allowance.

**Please ensure you use the most up-to-date GP234 form, which you can find on our website: [Apply for rates and rental reimbursement | National Services Scotland](#)**

Part 3 of the form must be completed by the practitioner's accountant. The GP234 form must be stamped. If your accountant does not have a stamp, then a confirmation on headed paper would be acceptable. A business card would not be acceptable.

Please submit your application by email to: [nss.psd-dental-payments@nhs.scot](mailto:nss.psd-dental-payments@nhs.scot)

**Important:** when sending your form by email, please ensure the **subject line includes 'GP234'**.

If you miss this deadline, you can still submit the form for part payment of 2026/27 practice rental costs as follows:

- 31 May 2026 for quarters 2, 3 and 4
- 31 August 2026 for quarters 3 and 4
- 30 November 2026 for quarter 4 only

## Fortinet (CAT 20) collection

Swan Capita attended all sites last year to collect the Fortinet device from all practices. There were a number of sites on the day that were either closed or not able to locate the device. Please email [nss.psddental@nhs.scot](mailto:nss.psddental@nhs.scot) and advise if the device (including the power cable) is available for collection, and the opening times for your practice to allow us to arrange uplift. We have over 400 practices that are yet to have their Fortinet device collected. **These need to be recovered otherwise a charge will be incurred.**

## Contacting Practitioner Services by email

Please send Practitioner Services email queries to the **specific team** they are intended for. Please do not send your email to multiple mailboxes, as this can result in delays to our response.

### Claim and general enquiries

Enquiries relating to claims, and any general enquiries should be directed to our Customer Services team at [nss.psddental@nhs.scot](mailto:nss.psddental@nhs.scot). This includes enquiries relating to rejected claims, code queries, and help understanding eSchedule reports.

### Superannuation, bank mandates or allowance enquiries

If your enquiry relates to superannuation, any of the allowances or grants or bank mandates, please email our dental payments team at [nss.psd-dental-payments@nhs.scot](mailto:nss.psd-dental-payments@nhs.scot)

Enter the allowance form number or correspondence matter in the subject field of the email. Responses to these enquiries will also be sent by email. Do not send any mail by post to our payments team. Please ensure that **all required fields** of the form have been completed before sending your form by email.

### Administrative enquiries

If your enquiry relates to 283 adjustments to paid claims, 287 patient detail amendments, EDI PIN requests, stamp requests or eSchedule account set ups, please email our Customer Administration team at [nss.psd-customer-admin@nhs.scot](mailto:nss.psd-customer-admin@nhs.scot)

### Prior approval enquiries

If your enquiry relates to a prior approval, or a regulation 9 claim, please email our Prior Approval team at [nss.psd-prior-approval@nhs.scot](mailto:nss.psd-prior-approval@nhs.scot)

Please note that if your query is related to a technical issue regarding an approval, for example issues uploading attachments you should contact your Practice Management System (PMS) supplier in the first instance. If you require further technical support, you should contact the Customer Service team at [nss.psd@nhs.scot](mailto:nss.psd@nhs.scot)

## Reminder: continuation cases

Please ensure that the continuation case process is followed when a dentist list number resigns, and treatment continues on another list number at the practice. This critical process ensures both claim parts can have the same start date and SDR being applied, it also applies to any prior approval gained on part 1 to cover the part 2.

We are seeing an increase of claims being closed and submitted by the resigning dentist whilst they are mid treatment and not using this continuation case process. When you are aware that a list number with open treatments is planning to resign, please familiarise yourself with the process using our [general guidance](#), and please also seek the advice of your practice management system supplier.

Please note that in cases where the list number continuing a course of treatment is held by the same dentist as the list number the treatment was started under, such as when a dentist opts for retire-and-return or when a vocational trainee continues a course of treatment as an associate, **the continuation process must still be followed.**

## Mouthpiece

We published our latest issue of Mouthpiece in December 2025. You will find many useful articles on our existing processes as well as any new developments. This issue covers the submission of payment claims and prior approvals; Scottish Dental Reference Service (SDRS); checking patient details and online reports (eSchedules), and administrative processes.

You can access the most recent edition and previous editions on our [website](#).

## Practitioner Services (PSD) Customer Satisfaction Survey 2026

NHS NSS Practitioner Services (PSD) are keen to understand how we are performing and how you feel about the services we provide. We remain focused on continuous improvement and learning what would make using our services easier for you. Your views on what matters most, how well informed you feel, and any priorities or concerns you may have will help us understand how to target improvements to our services.

We would like to invite you and your colleagues to complete our annual Satisfaction Survey. Please feel free to share the link with any of your professional contacts.

[Take the survey here.](#)

The survey closes on **28 February 2026**. We will share the results with you later this year.

**For an update on our recent and upcoming improvement work, please see [here](#).**

For any questions, comments, or feedback about the survey, please contact us at [nss.psddental@nhs.scot](mailto:nss.psddental@nhs.scot).



Telephone: 0345 034 2458 | e-mail: [nss.psddental@nhs.scot](mailto:nss.psddental@nhs.scot)

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