



Dental Schedule Communications

**Public Services Delivery
Scotland**



**March paid
April 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](#)

April paid May 2026 cut-off date: 7 May 2026 at 5pm

Public Services Delivery Scotland (PSD Scotland)

From 1 April 2026, NHS National Services Scotland (NSS) and NHS Education for Scotland (NES) joined to form a new organisation: **Public Services Delivery Scotland (PSD Scotland)**.

This organisation has been established to enable transformation in health, social care, and the wider public sector, and to support the delivery of high-quality public services for people across Scotland.

From this date, Public Services Delivery Scotland (PSD Scotland) will be the organisation name used in all official communications, publications and correspondence.

You will now be able to access the new website: [Public Services Delivery Scotland \(PSD Scotland\)](#)

Please note, however, that the existing NSS and NES websites will remain available.

Dental Reform – Prior Approval for General Dentistry

Scottish Government issued [PCA\(D\)\(2026\)2](#) on 11 February which outlined changes to Prior Approval for General Dentistry and a move from a model centred around a financial limit to one based on clinical criteria.

Following this announcement, we provided a brief introduction to this in the [February paid March 2026 schedule communication](#).

What is the current project status?

The Project Board is now in place and has representation from Scottish Dental Practice Committee, Primary and Community Care and Scottish Government amongst others to ensure there is a good level of coverage and inclusion.

A high-level approach to communications has been agreed, and the team have a plan to deliver different communications over the months leading up to the implementation. There will be a regular project update shared through the schedule communication, with some more detailed guidance delivered through Mouthpiece in the summer months along with training materials. Further guidance will be issued via email as will Tier information nearer the time of implementation. It is therefore important to keep your NHS email active and up to date.

From a development perspective, Public Services Delivery Scotland (the new name for National Services Scotland) have finalised business requirements and our IT partner is currently finalising system specifications for our internal systems that interact with both claim and approval submissions. To date, we have been prioritising the practice management software (PMS) supplier changes in order to give them sufficient time to make the required changes. We have had a number of discussions around the proposed changes with PMS suppliers and issued out the PMS supplier specification on 11 March, giving them time to review. Within the specification, we have asked PMS suppliers to include some helpful additions within their systems that we hope will make it easier for dentists using the new prior approval model. We expect in future months to publish a PMS supplier table on our website advising when they are likely to begin testing with us, along with their provisional implementation date.

We will provide a further update in the May schedule communications, but in the meantime would suggest you familiarise yourself with the PCA and its contents.

Benefits Passport Changes April 2026

Notification was sent to the profession in February advising that Income Support and income-based Job Seekers Allowance would be withdrawn from 1 April.

The above benefits will remain valid exemptions for courses of treatment with an acceptance date (start date) before 1 April 2026; however, these benefits are not valid for claims with an acceptance date on or after 1 April 2026.

Claim submissions on or after 1 April that include these exemptions will generate the following eDental errors codes: E000733, E000734, and E000735. Claims should be resubmitted with the correct remission.

Patients in receipt of these benefits should receive notification from the Department of Work and Pensions (DWP). Patients that qualify for Universal Credit following the removal date should use this as their reason for remission going forward. Patients that do not qualify for a benefit from 1 April 2026 will no longer be eligible for an exemption from charges for courses of treatment started from that date.

You can find the full letter from the Chief Dental Officer [here](#).

Reminder – Patient Registration

Please follow the process highlighted below to maintain accurate patient registration.

A GP17-O should be submitted as follows:

Initial Claim Type	Type of Claim
Ortho Referral	5

A GP17-1 should be submitted as follows:

Initial Claim Type	Type of Claim
Patient registered within practice	2
Patient registered outwith practice	3

Reminder: Complete Calendar Months Clarification

We included an article in last month's [schedule communications](#) clarifying how the complete calendar months are calculated, along with the time-bar rules set out in the SDR for different items such as item 1-(a) Extensive Clinical Examination. These rules should be followed for both final payment claims and prior approvals. You must check the patient's eligibility for an item of treatment **before** submitting a claim for prior approval or final payment.

Fortinet (CAT 20) Disposal

Swan Capita have confirmed they will no longer be collecting Fortinet devices. Please dispose of/recycle your Fortinet device.



** Please **do not** dispose of the Palo Alto device**

NHS Email Addresses

NHS emails are used for a variety of NHS updates and as a user identifier for some eDental services, for example, eSchedules. We would, therefore, like to highlight the importance for

all dentists to maintain their NHS email access to ensure you receive the relevant communications and that the email address remains active.

Newly listed dentists should receive their NHS email account from their local Health Board. Once you have received a new or updated NHS email address from your Health Board, we ask that you provide this to Practitioner Services. Please include your list number and send it by email to nss.psddental@nhs.scot.

If you have any issues with access to your NHS email address, please contact the IT facilitators for your local health board. You can find contact details [here](#).

Practice Closure – Palo Alto return

Practitioner Services provide all practices with a Palo Alto device that enables connection to the NHS Scottish Wide Area Network (SWAN).

If a practice is closing, the Palo Alto box **must** be returned to practitioner services. Please post any Palo Alto devices that are no longer required to our Edinburgh office:

FAO Grahame Park
NHS National Services Scotland
1 South Gyle Crescent
Edinburgh
EH12 9EB

You must include all network and power cables that were originally provided with the box. If you require any support with the return, please contact our dental help desk by phone on 0345 034 2458 or by email at: nss.psddental@nhs.scot

Change to Helpdesk Hours from April 2026

The Dental helpdesk will now close at 3.00pm on Fridays.

The opening hours on Monday to Thursday remain unchanged. Please see table below for the updated times.

Weekdays	Helpdesk opening times
Monday	8.30am – 4.30pm
Tuesday	8.30am – 4.30pm
Wednesday	8.30am – 4.30pm
Thursday	8.30am – 4.30pm
Friday	8.30am – 3.00pm

Helpdesk Closure May Public Holiday

The Dental Helpdesk will be closed on Monday 4 May for the public holiday. It will reopen at 8.30am on Tuesday 5 May 2026.



Telephone: 0345 034 2458 | e-mail: nss.psddental@nhs.scot

Visit [NSS Practitioner Dental Services](#)

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