



# Dental Schedule Communications

Public Services Delivery  
Scotland



April paid  
May 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](#)**

**May paid June 2026 cut-off date: Sunday 7 June at 5pm**

## **PCA(D)(2026)3**

**[PCA\(D\)\(2026\)3](#)** advises on new GP21A forms following the introduction of provisional listing on 31 January 2026.

## **Dental Reform – Prior Approval for General Dentistry**

### **What is the current project status?**

Following last month's update, we confirmed that we would provide regular project updates through this channel. More detailed guidance will be issued through dedicated guidance later in the summer. This guidance will include training materials to support implementation. Dentists will also receive updates and guidance on Tiers by email at the appropriate stages. It is therefore important that NHS email accounts are kept active and up to date.

### **Systems development and testing**

Development changes to Public Services Delivery Scotland systems (the new name for National Services Scotland) are underway. Internal system testing is scheduled to begin in July.

Testing with Practice Management System (PMS) suppliers is expected to start from September. However, we anticipate that some early testing may take place ahead of this through Fit for Purpose testing. During the supplier testing phase, PMS suppliers will be required to test a range of defined scenarios. This will provide assurance that their systems can support cases under the new Prior Approval model.

### **Process changes and communications**

The project team is reviewing the changes in detail and assessing the impact on internal processes and procedures. This work will inform whether any further communications are required, either for existing processes or for new ways of working.

Customer Services are working on the Dental Reform Prior Approval pages on the website to include information on the Prior Approval clinical model. These will be published end May/early June.

A summary of the changes requested of PMS suppliers is currently with the Scottish Dental Practice Committee for review and feedback. We intend to share further information on PMS supplier timelines and the enhancements requested of them at a later date.

### **Training and support**

A learning package will be provided on TURAS to support your transition to the new system. Draft content for the TURAS module is currently under review, ahead of development commencing. The module is expected to be published in September, allowing dentists to complete the training at a time that suits them, in advance of implementation. The TURAS module will meet the requirements for verifiable CPD.

Any changes to individual PMS software will be communicated directly by the PMS suppliers, in the usual way.

## **Rent Reimbursement – GP234 Reminder**

The deadline for the rent reimbursement for all four quarters of the financial year 2026/2027 has now passed.

If you have missed this deadline, you can still submit the form for part payment of 2026/2027 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

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](#)

The practitioner's accountant must complete part 3 of the form. The GP234 form must be stamped. If your accountant does not have a stamp, then a confirmation on headed paper is 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)

## Dental Adviser/Dental Reference Officer (general) Recruitment

We are currently advertising for an additional Dental Adviser/Dental Reference Officer. This appointment would be suitable for applicants with significant recent experience in general practice within the General Dental Services and who are on the GDC List. Applications from individuals wishing to work part time will be considered.

[NHS Scotland | Jobs | Search here for your perfect career - Job Information | Apply for Dental Adviser / Dental Reference Officer](#)

## Coming Soon: Senior Dental Adviser Recruitment

We will shortly be advertising for a Senior Dental Adviser. The Senior Dental Adviser acts as a clinical lead for **Practitioner Services**. This appointment would be suitable for applicants with significant extensive experience as a General Dental Practitioner (GDP) and experience in a leadership role.

## Patient Information Reports

A monthly report called 'Patient Information' is available through your dental payment schedule reports. This report details any registration changes and discrepancies.

Please remember that you can only run this report for the current month and that you cannot run this report for previous months.

### 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](#)

[Item of Service Payments](#)

[Item of Service Detail](#)

[Item of Service Adjustments](#)

[Patient Information](#)

[Registrations Payment](#)

[Registrations Summary](#)

[Registrations Detail](#)

[Superannuation Cumulative](#)

The 'Registration Status Description' column may show the following changes:

- **Transferred within the practice** – the patient has registered with another dentist within the same practice as you, and the patient's registration with you will therefore cease

- **Transferred outwith the practice** – the patient registered with another dentist in another practice therefore the patient’s registration with you will cease.
- **Automatic transfer** – this refers to patients who have recently turned 18 years old.
- **Bulk transfer – initial registration** – this patient has been bulk transferred to you and is now registered with you, and you will receive registration payments.
- **In receipt of reduced payment** – as this registered patient has not been seen for over 3 years, the registration rate will reduce to 20 per cent of the full rate.
- **Due to quality for reduced payment** – as this registered patient has not been seen for over 3 years, the registration rate will reduce to 20 per cent of the full rate on the date detailed
- **Bulk transferred** – this patient has been transferred to another dentist as part of a bulk transfer, therefore the patient’s registration with you will cease
- **Withdrawn – deceased** – your registration will cease for this patient

Patient	Patient Sex	Patient D.O.B.	CHI Number	Registration Initial Date	Registration Status Description	Effective Date
BLOGGS JOE	M	01/03/2007	0000000000	18/04/2024	Automatic Transfer	30/01/2025
DOE JANE	F	01/01/2000	0000000001	20/01/2025	Transferred within the practice	23/01/2025
BLOGGS JOE	M	01/01/1995	0000000002	20/01/2025	Bulk Transfer - Initial Registration	21/01/2025
DOE JANE	F	01/01/1980	0000000003	20/01/2025	Due to qualify for reduced payment	25/01/2025
BLOGGS JOE	M	01/01/2001	0000000004	20/01/2025	Transferred outwith the practice	26/01/2025
DOE JANE	F	01/01/1976	0000000005	01/04/2024	In receipt of reduced payment	27/01/2025
BLOGGS JOE	M	01/01/1930	0000000006	20/01/2025	Withdrawn - Deceased	28/01/2025

If a patient disputes the information in this report (for instance if they claim that they have not registered elsewhere) or if you think this is incorrect you should complete the dental 289 form for us to investigate:

<https://www.nss.nhs.scot/publications/dental-administration-forms/>

The ‘Linked Patients’ section shows the master record that we hold and those entered on the claim if different.

Linked Patients (Patient Details on Claim Differ from patient Master Details as shown in the current

Patient	Patient Sex	Patient D.O.B.	CHI Number	Claim Surname	Claim Forename	Claim Sex	Claim D.O.B	Claim CHI
BLOGGS JOE	M	01/01/1990	0000000000	BLOGGS	JOHN	M	01/02/1990	

Common causes for these differences include incorrect spelling of names and various versions of patient names being submitted on claims, i.e. Benjamin being shortened to Ben.

When a patient has changed their surname since their last visit, you should submit the claim using their new surname but must also enter their previous surname in the previous surname box on your software. This allows us to amend the patient’s master record when the claim comes in.

If our records are wrong, please provide the correct details using the dental 287 form.

Both the 287 and 289 forms can be found on our website [here](#).

**All administrative forms should be returned to: [nss.psd-customer-admin@nhs.scot](mailto:nss.psd-customer-admin@nhs.scot)**

## Reminder: 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](#).

## Helpdesk Closure June Public Holiday

The Dental Helpdesk will be closed on Monday 15 June for the public holiday. It will reopen at 8.30am on Tuesday 16 June 2026.



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

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