



Dental Schedule Communications

**May paid
June 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](#)

June paid July 2026 cut-off date: Monday 6 July at 5pm

Dental Reform – Prior Approval for General Dentistry

What is the current project status?

The project remains in the development phase, with internal activities progressing as planned and on track.

Systems development and testing

Development changes to Public Services Delivery Scotland (PSDS) systems (formerly National Services Scotland) continue to progress, with internal testing timelines remaining on track.

Practice Management System (PMS) suppliers have been provided a set of scenarios (use cases) that they will be expected to test with us. This provides a level of assurance that their systems can submit and handle cases under the new Prior Approval model.

Practice Management Suppliers and Communications

In May, we held individual meetings with all accredited PMS suppliers individually to discuss several key areas, including:

- Testing approach
- Anticipated timelines for supplier testing

- Implementation plans
- Communication arrangements

As part of the follow up actions, we have asked all PMS suppliers to provide their development, testing and implementation timescales. The table of dates by supplier is expected to be published over the next few weeks in [this section](#) of our website. The exact link to the table will be shared once published. Once we have the confirmed dates, suppliers will provide regular updates to advise on progress, thus providing assurance that everything is progressing in line with their planned timescales.

As noted in last month's update, we also committed to sharing a summary of the changes requested of PMS suppliers. This document has now been reviewed by the Scottish Dental Practice Committee and is planned for publication in *Mouthpiece*, which is due to be issued end June/early July.

Wider Communications and Training

Customer Services have updated the Dental Reform Prior Approval pages on the website to include information on the Prior Approval clinical model [here](#).

In parallel, the Dental Directorate team continues to progress development of the TURAS module.

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 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

Prescribe It Right First Time: Support Efficient Dispensing and Timely Payment

Action required by Dental practitioners

Please check every prescription you issue on a GP14. You must:

- **Write all prescribed items clearly (do not use ink stamps)**

Do not use **black or red ink** stamps in the prescribed items area for medicines or appliances. Stamped items often cannot be read by the scanning system, requiring rework.

In particular, avoid using stamps for sodium fluoride toothpaste (1.15% and 0.619%).

- **Prescribe generically wherever possible**
Avoid brand names unless clinically necessary. For example, prescribe fluoride preparations generically rather than using brand names such as Colgate Duraphat unless required.
- **Follow the Dental Formulary**
Only prescribe items listed in the approved Dental Formulary to help avoid payment rejection by community pharmacies and the need for a reprint.
- **Make sure all prescription details are clear and readable**
Use **dark ink** and check that all text is legible and free from smudging.

Why this is important

We are seeing a high number of prescriptions where stamped prescribed items or poor print quality cannot be read during scanning.

This can:

- Result in items being missed during processing by Public Services Delivery Scotland (PSD Scotland)
- Delay or prevent payment to community pharmacies
- Create rework for dental practices and pharmacy teams

Clear, handwritten prescriptions help ensure that items are read correctly and processed first time. The examples below show how red ink or poorer-quality stamps do not scan clearly, delaying processing.



Further information

If you have questions about prescription requirements or processing, please contact the PSD Scotland Scanning Centre on 01506 705125 or email: nss.p-cfs-scanningservices@nhs.scot

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.

Providing Patient Identifiable Information (PII) in email

Patient identifiable information (PII) should always be sent from an NHS email which has additional encryption making sure the information is safe. Please note that we cannot process any PII received from a non-NHS email, and we also cannot send any PII details to a non-NHS email.

If we receive PII data from a non-NHS email, we will send a separate email to advise that the respondent will have to resend their enquiry using an NHS email. Any email correspondence with Practitioner Services that contains PII data, will be labelled as: **OFFICIAL-SENSITIVE**

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

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