

Dental Schedule Communications

Public Services Delivery Scotland

NHS SCOTLAND

October paid November 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

November paid December 2026 cut-off date: Sunday 6 December at 5pm

PCA(D)(2026)6

This circular advises advises of Amendment No. 170 to the SDR which provides updates for:

- a new scale of fees for Determination I, effective from 1 December 2026
- an update to Determination I – increased prior approval limit, effective from 1 December 2026
- an update to Determination IX – Commitment Payments, effective from 1 January 2027
- an update to Determination XIV – Practice Allowances, effective from 1 January 2027

Dental Reform – Prior Approval for General Dentistry

The new Prior Approval arrangements for General Dentistry came into effect on 1 November 2026, marking an important milestone in the Dental Reform project. Thank you to practices, Practice Management System (PMS) suppliers and colleagues across Public Services Delivery Scotland (PSDS) and Atos for the work and engagement that helped us reach this point.

Our focus has now moved from implementation to supporting practices through the early weeks of the new arrangements, monitoring how the changes are working and responding quickly to any emerging issues.

Courses of treatment with an acceptance date before 1 November 2026 are not affected by these changes. We will continue to assess Prior Approvals, including resubmissions, against the monetary Prior Approval limit rules.

Implementation and PSDS readiness

The PSDS system changes were implemented on **27 October**, ahead of the 1 November service go-live. This followed completion of Acceptance Testing, internal training and detailed implementation planning with our IT supplier, Atos.

Clinical and administrative teams also updated procedures and processes to support the new way of working. This preparation, together with work to reduce the existing General Prior Approval turnaround time ahead of implementation, was designed to give teams the strongest possible starting position for the transition.

As we move through the first weeks of operation, we will continue to monitor volumes, rejections, turnaround times and feedback so that we can identify and address any issues as early as possible.

Practice Management System (PMS) Suppliers

Supplier readiness has been a key part of the programme. All PMS suppliers completed Fit for Purpose testing, Accreditation and made their releases available as indicated on the PMS supplier readiness table on the website.

At the time of writing, there are a small number of practices who are still to either update their software and/or retrieve the tiering information.

We have been supporting PMS suppliers to identify these practices and where required, provide additional support.

Guidance, training and practical support

A range of resources is available to help practices use the new arrangements confidently:

- **PCA(D)(2026)5 – Amendment No. 169 to the SDR – Prior Approval for General Dentistry**, published on 17 September, sets out the formal changes.
- The **Prior Approval Reform 2026 e-Learning Module** is available through TURAS and provides practical support on the new process.
- **CDO (2026) 7 letter** encouraging dental teams to complete the TURAS training.
- Practice guidance is available through the **Dental Reform – Prior Approval** pages to support dentists through the new clinical Prior Approval arrangements.
- The **Discretionary Fee Guide** and supporting **eDental error messages** are also available through the website.

If you have not yet reviewed these materials, we encourage you to do so. They are intended not only to explain the changes, but to help practices understand what they need to do in common scenarios and where to find further support.

What happens next

Implementation is an important milestone, but it is not the end of the work. Our priority now is to make sure the new arrangements settle in effectively for practices and PSD Scotland teams.

We will continue to work closely with PMS suppliers and operational teams and monitor the service as part of early life support.

Thank you for your continued engagement throughout the programme and during this transition. Reaching go-live has required significant preparation across testing, supplier development, training, guidance and operational readiness. The early post-implementation period gives us the opportunity to build on that work and ensure the new Prior Approval arrangements become embedded as quickly and smoothly as possible.

Important: Do NOT change the tiering level of your list number(s)

If you believe the tier displayed on your practice management system (PMS) for your list number(s) is incorrect, please get in touch with us as soon as possible at: **nss.psddental@nhs.scot**

We will investigate and amend the tiering on our systems, if appropriate. If we make a change to the tier for your list number, an update response message will be generated, which will be picked up by your PMS the next morning.

It is important that you do not change the tiering manually on your PMS or make this request directly to your PMS support, as that will not change the way we validate your submissions and will result in issues with submission of claims and prior approval requests. This may also result in prior approval breaches and non-payment of claims.

Updated guidance: Management of Acute Dental Problems

The Scottish Dental Clinical Effectiveness Programme (SDCEP) has published updated **Management of Acute Dental Problems (MADP)** guidance.

The guidance provides practical decision support for healthcare professionals managing patients who present with an acute dental problem. As patients may seek help in a range of healthcare settings, the guidance is relevant not only to dental teams but also to other healthcare professionals, including GPs and pharmacists. It supports users to identify any immediate advice or attention required and determine the appropriate urgency and provider of subsequent care.

An **online decision support toolkit** based on the guidance is also available through NHS Scotland's **Right Decision Service**, providing accessible, interactive versions of the pathways contained within the guidance. Further information on accessing and using the toolkit is available from the Decision Support Toolkit page on the MADP guidance website.

Find out more

- **SDCEP Management of Acute Dental Problems guidance**

- **MADP Decision Support Toolkit via NHS Scotland's Right Decision Service**
- Further information about SDCEP and its guidance is available from the **SDCEP website**.

Clarification on prescribing sodium fluoride toothpaste on GP14 prescriptions

Dental practitioners are reminded that items prescribed on a GP14 must be included in the Dental Formulary.

Duraphat is not listed in the Dental Formulary and must not be prescribed on a GP14. If sodium fluoride toothpaste is clinically appropriate, practitioners should prescribe one of the permitted options listed in the formulary:

- **Sodium Fluoride Toothpaste 0.619% DPF**
- **Sodium Fluoride Toothpaste 1.1% DPF**

Prescriptions written for Duraphat may be returned to the prescriber for amendment. The current permitted options can be checked in **Part 8A of the Scottish Drug Tariff Dental Formulary**.

Completing the GP14 prescription

Please **write** the appropriate sodium fluoride toothpaste description **clearly in black ink** on the GP14 prescription.

Do not use a stamp containing the words 'sodium fluoride'. The text produced by stamps is often too faint or unclear to be scanned without manual intervention. GP14 prescriptions using these stamps **account for a third of all paper prescription rescans** in Scanning Operations.

Writing the description clearly in black ink will help reduce rescanning, duplication, additional handling and delays to payments to pharmacy contractors.

Practitioners should continue to check the current Dental Formulary when prescribing to ensure that the item selected is permitted on a GP14.

Further information

See **Part 8A of the Scottish Drug Tariff Dental Formulary** for the current list of items that may be prescribed on a GP14.

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:

- 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**

Helpdesk Festive Opening Hours

Date	Helpdesk opening times
Wednesday 23 December 2026	8.30am – 4.30pm
Thursday 24 December 2026	8.30am - 12:00pm
Friday 25 December 2026	Closed
Monday 28 December 2026	Closed
Tuesday 29 December 2026	8.30am – 4.30pm
Wednesday 30 December 2026	8.30am – 4.30pm
Thursday 31 December 2026	8.30am-12:00pm
Friday 1 January 2027	Closed
Monday 4 January 2027	Closed
Tuesday 5 January 2027	8.30am – 4.30pm



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

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