Public Services Delivery
Scotland

Gyle Square
1 South Gyle Crescent
Edinburgh EH12 9EB
Telephone 0131 275 6000
publicservicesdelivery.scot

NHS SCOTLAND

[redacted]

[redacted]

Date 16 November 2027
Your Ref FOI-2026-3537
Our Ref FOI-2026-3537

Enquiries to [redacted]
Email psd.foi@nhs.scot

Dear [redacted],

Freedom of Information Reference FOI-2026-3537

I refer to your Freedom of Information (Scotland) Act 2002 (FOISA) request that we received on 19 October 2026 requesting the following information:

1. **The policy and procedure, as in force on 28 January 2022, for suspending or cancelling a dentist's PIN or List Number when Practitioner Services or an NHS Board is told that the dentist has left a practice, and the current version.**

2. **The template of the letter issued with a new PIN as in force in 2011 and in January 2022, including the claim declaration wording**

3. **The procedure applied in 2020 to 2022 for ceasing COVID-19 support to a contractor whose associateship was terminated (PCA(D)(2020)7, Memorandum, paragraph 11; Q&A, Q1.7), including how Practitioner Services was told of terminations and how quickly payments stopped.**

4. **Any guidance issued to NHS Boards or contractors on the distribution of COVID-19 support payments between practice owners and associates, including the basis for the statement at Q1.6 of the Q&A.**

5. **The payment verification protocols and risk criteria applied to orthodontic contractors between January 2022 and December 2022, including the version of the Scottish Government's Payment Verification Protocols then in force and any Practitioner Services procedure for claims submitted after a dentist leaves a practice.**

6. **The retention period applied by PSD Scotland to dental claim data, prior approval data, PIN audit logs and payment schedules, and the records management plan provision under which they are held (Public Records (Scotland) Act 2011, section 1).**

It is important to note that from 1 April 2026, NHS National Services Scotland (NSS) and NHS Education for Scotland (NES) joined to form Public Services Delivery Scotland (PSD Scotland),

Chair Mr Keith Redpath
Chief Executive Professor Karen Reid

enabling transformation in health, social care, and the wider public sector. More information regarding PSD Scotland can be found at the following URL:

Public Services Delivery Scotland (PSD Scotland)

After a search of our electronic and paper records, I can confirm that PSD Scotland holds the following information:

1. **The policy and procedure, as in force on 28 January 2022, for suspending or cancelling a dentist's PIN or List Number when Practitioner Services or an NHS Board is told that the dentist has left a practice, and the current version.**

   The procedure for closing a list number is via a GP21a, which is received from the Health Board.

   When the GP21a is received, it is checked that the information matches what is in MIDAS and sent by the authorised person at the Health Board. Then if all is ok, the action will be taken by putting a resign date against the dentist list number on the dentist screen and saved. The GP21a is updated to show the action taken and return to the Health Board. All entries are logged on a spreadsheet and the GP21a and reply to Health board.

   Below is the link to web site for access to the GP21a form, this is only submitted by the Health Board.

   Access GP21A forms | National Services Scotland

   When a list number is resigned, the system automatically puts an end date against the PIN, 13 months from the resign date i.e. if resigned 06/10/2026 – pin end date is 06/11/2027 or resigned 02/01/2026 PIN end date is 02/02/2027.

2. **The template of the letter issued with a new PIN as in force in 2011 and in January 2022, including the claim declaration wording**
   Under Section 17 of FOISA for "Information not held", PSD Scotland does not hold this information for 2011. I attach a copy of the template letter from January 2022, I can confirm this has not changed since 2017.

3. **The procedure applied in 2020 to 2022 for ceasing COVID-19 support to a contractor whose associateship was terminated (PCA(D)(2020)7, Memorandum, paragraph 11; Q&A, Q1.7), including how Practitioner Services was told of terminations and how quickly payments stopped.**

   1. **Notification responsibility:** It was the individual contractor's responsibility to notify their NHS Board immediately and this process is no different from the process prior to the COVID-19 pandemic period.
   2. **Communication:** The NHS Board was responsible for advising Practitioner Services and this process is no different from the existing process pre or post the covid pandemic period.

3. **Cessation of support:** Financial support was to cease with immediate effect following termination or suspension of the relevant arrangement. No payment would be due to a dentist who had resigned their list number and if any payment had been made then a recovery would be required from the dentist where payment was not due.

Response in Summary:

i. The above PCA was issued by Scottish Government on the 2 April 2020 and issued to NHS Boards and contractors as per the usual distribution mechanism.

ii. The Q&A was developed by Practitioner services/Scottish Government and hosted on practitioner services website to assist dentists and associates.

iii. No specific guidance was issued to Health Boards by practitioner services

4. **Any guidance issued to NHS Boards or contractors on the distribution of COVID-19 support payments between practice owners and associates, including the basis for the statement at Q1.6 of the Q&A.**

As stated in the previous response we confirm that;

i. The Q&A was developed by Practitioner services/Scottish Government and hosted on practitioner services website to assist dentists and associates.

ii. No specific guidance was issued to Health Boards by practitioner services

iii. A generic mailbox was set up to respond to individual dentist covid enquiries during this period.

5. **The payment verification protocols and risk criteria applied to orthodontic contractors between January 2022 and December 2022, including the version of the Scottish Government's Payment Verification Protocols then in force and any Practitioner Services procedure for claims submitted after a dentist leaves a practice.**

Please find the links to the Payment Verification protocols ; DL(2020)26 was extant and operational until DL(2023)24 was superseded so I have included both;

Reference links:

a) DL(2020)26 -Revised payment verification protocols: General Dental Services, Primary Medical Services, General Ophthalmic Services, Pharmaceutical Services

b) DL(2023)24 - Revised payment verification protocols – general dental services, primary medical services, general ophthalmic services, pharmaceutical services

Response summary:

Payment Verification Protocols and Orthodontic Claims: January to December 2022

During the period January to December 2022, the established Payment Verification arrangements remained operational, with no identified suspension of the routine verification processes as a consequence of the COVID-19 pandemic. No separate orthodontic-specific Payment Verification guidance is applicable as Orthodontic claims

remained subject to the applicable General Dental Services Payment Verification arrangements and relevant claims processing requirements.

Under normal payment administration arrangements, the submission of a claim following a dentist's resignation or withdrawal from an NHS Board dental list does not render the claim ineligible for payment. Claims relating to treatment legitimately undertaken while the dentist held an active list number may remain payable, subject to compliance with the applicable Statement of Dental Remuneration, claim submission requirements and relevant validation controls.

Where responsibility for an ongoing course of orthodontic treatment transfers from one dentist to another, the established continuation-case process provides the mechanism for recording the transfer and linking the relevant treatment and payment claims.

These operational claims processing arrangements are distinct from Payment Verification, which provides assurance over the accuracy and appropriateness of payments in accordance with the applicable verification protocols and risk assessment criteria.

6. **The retention period applied by PSD Scotland to dental claim data, prior approval data, PIN audit logs and payment schedules, and the records management plan provision under which they are held (Public Records (Scotland) Act 2011, section 1).**

   In terms of Section 1(1) of FOISA, PSD Scotland (formerly NSS and NES) holds information on the retention periods applicable to dental claim data, prior approval data, PIN audit logs and payment schedules within its approved last Records Management Plan (RMP) under the Public Records (Scotland) Act 2011.

   The NSS and NES RMPs can be found at the following links:

   Assessment report: NHS National Services Scotland - 17 March 2025 - National Records of Scotland (NRS)

   Assessment Report: NHS Education for Scotland – 23 April 2024 – National Records of Scotland (NRS) Webarchive

   Currently PSD Scotland does not have an RMP as both the NSS and NES RMPs were approved by the Keeper of the Records of Scotland in 2025 and 2024 respectively, however work has not yet started to combine these plans.

   The retention periods applicable to these records are set out in the NSS Record Retention Schedules V01.0 (Final) (attached).

If you require any further information, please do not hesitate to contact me using the email address psd.foi@nhs.scot

If you are unhappy with any aspect of how we have dealt with your request, you can make representations to us asking us to review the handling of your request. Please write to the Associate Director Corporate Governance using the email address psd.foi@nhs.scot within 40 working days of the date of this correspondence.

If after a review you are still unhappy, you also have the right to apply to the Scottish Information Commissioner, who can be contacted at Kinburn Castle, St Andrews, Fife, KY16 9DS, or via their online Appeal form.

Yours sincerely,

