

Strategic Planning and Performance Group

County Hall
182 Galgorm Road
Ballymena
BT42 1QE
Date: 3 October 2023

Dear Colleague

Re: Cessation of Hard Copy Schedules.

Prior to the pandemic, I wrote out to all GDS dentists on 1 October 2019 to advise them that the BSO would cease to post out hard copy paper schedules each month. The implementation of this action was postponed for operational reasons and to focus on the impact of the pandemic in early 2020. It is now time to revisit this matter.

As you will be aware, the legacy HSCB ceased posting out hard copies of virtually all communications to the profession during the pandemic and this approach is now well established through the GDS Correspondence e-mail facility. In addition, the legacy HSCB provided £5million through the revenue grant scheme (RGS) in 2022 to provide support for a range of practice improvements which included digital connectivity for those practices that needed to invest in this area. I am aware that many practices availed of this support to enable them to access and use the HSC Network.

Our colleagues in the BSO have been monitoring the HSC network connectivity of the profession and this demonstrates that the vast majority of dentists working in the GDS now have access to the HSC network and the Portal. The BSO also report that 97% of all GDS claims are now submitted electronically.

Given that the vast majority of the profession now have access to the HSC network, and with the need to realise the efficiency savings from the significant investment into digital connectivity, **the BSO will no longer post out hard copy monthly schedules from 1 January 2024.** Instead these schedules can be accessed via the FPS dental Payment System on the Portal.

For any dentists not yet using the Dental Portal, advice is available on the BSO website at the following link: [BSO Dental Portal - Business Services Organisation \(BSO\) Website \(hscni.net\)](https://www.hscni.net). The BSO also has a small team of eBusiness staff who can provide technical advice on connectivity if required. The eBusiness Team can be contacted at ebusiness@hscni.net

I would be grateful if you would share this information with your practice staff to ensure that they are aware of this change and to make any necessary adjustments to practice administration processes.

Yours sincerely

A handwritten signature in black ink that reads "Michael Donaldson". The signature is written in a cursive style with a large, stylized initial "M".

Michael Donaldson
Head of Dental Services