



**Family Practitioner
Services**



Introduction

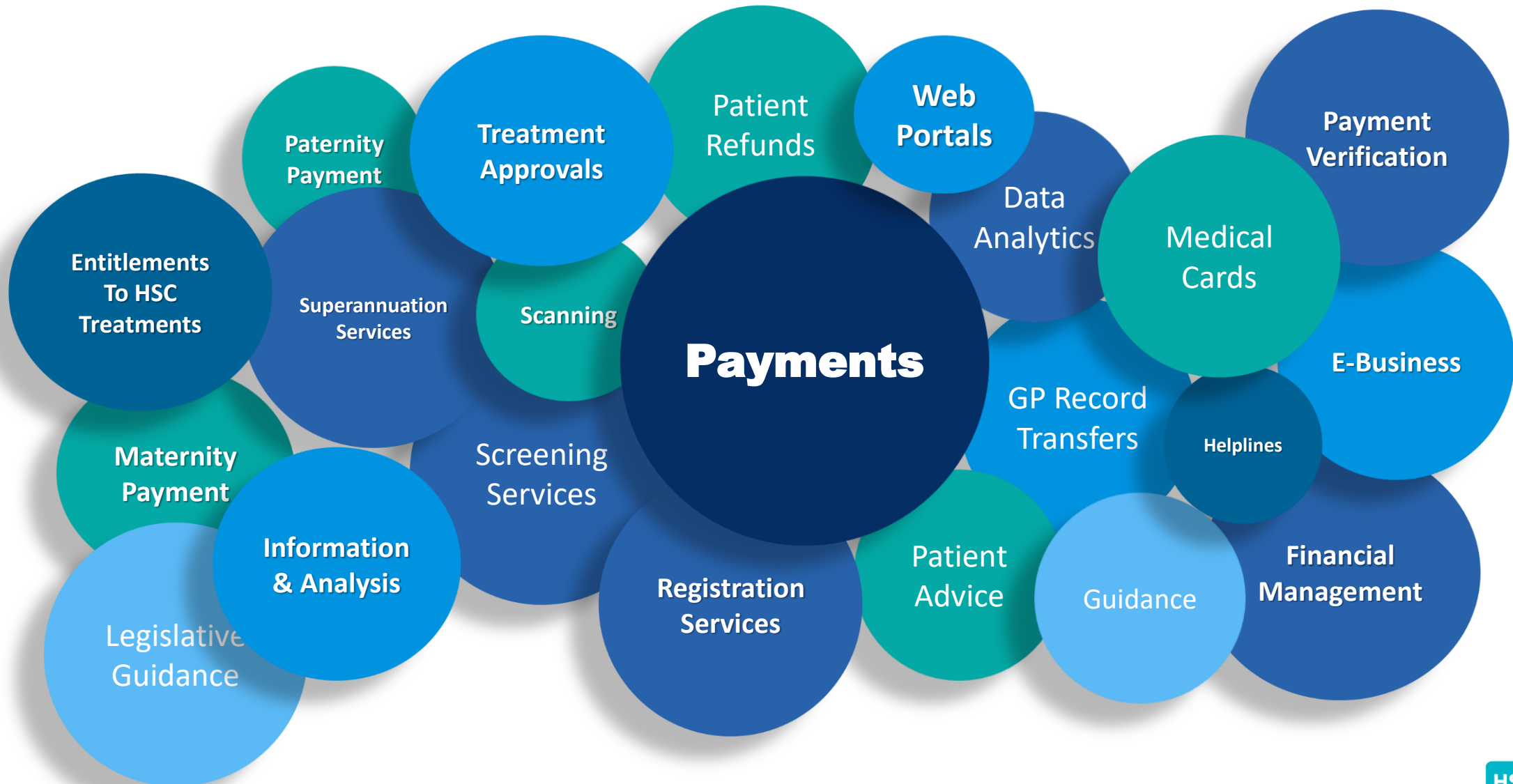
- Approximately 90% of patient interaction within Northern Ireland Health and Social Care is within primary care services.
- FPS provide a range business services to HSC organisations, Primary care contractors & patients.
- Payments by FPS staff amount to one fifth of the total Northern Ireland Health and Social Care budget.
- FPS works in partnership with SPPG and DoH to develop and implement new services.
- FPS is one of the few BSO departments with direct patient contact.
- FPS is committed to embracing new technologies to provide effective and efficient service for all our customers.



	Claims ↓	Items ↓	Payments ↓	Electronic ↓
 Dental	1.3 Million		£134.4 Million	97%
 Optometry	724k		£27.9 Million	99%
 Pharmacy		46.4 Million	£509.8 Million	
 GP Payments			£383 Million	100%

Business areas

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General Dental Statistics for Northern Ireland 2025/26

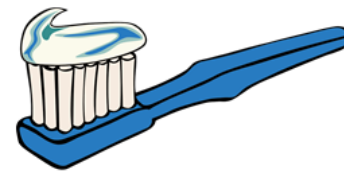
- Dental Team

- 8 full-time
- 5 part-time
- No. of Dentists 90:1 staff member

- Division of work

- Dental Finance
- Dental Payments
- Prior Approvals

Key Facts



- There were 351 dental practices & 1,180 dentists equating to 61 dentists per 100,000 NI residents in March 2026.
- The number of registered patients is 95,000 (9%) lower than in 2025, meaning just under half (49%) of the population were registered with a Health Service dentist, with 67% of children registered and 44% of adults registered in March 2026.
- In the 18–44 age group 48% of females were registered with a dentist but only 37% of males.
- 94% of the population live within five miles of a dental practice.
- Approximately 553,000 examinations were performed on adults, a decrease of 4% compared to 2024/25.
- 213 per 1,000 registered children were treated for a filling, crown or extraction, remaining relatively similar (+0.5%) compared to 2024/25.
- The gross cost of dental services was £134.4 million. Financial support payments (including Covid-19) made up £0.6 million of this, remaining relatively similar (-0.3%) compared to 2024/25. Patient contributions decreased from £22.7 million in 2024/25 to £22.2 million.
- Belfast LGD accounts for just under one-quarter (24%) of the net cost of dental services.
- Average cost per registered patient was £118.70 across Northern Ireland, an increase of 11% on the previous year.

General Dental Statistics for Northern Ireland 2025/26

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Workforce

- **351** dental practices & **1,180** dentists
- **61 dentists per 100,000** residents

Dental services cost

- The **gross cost** of dental services was **£134.4m**. **Patient contributions** (also included in the gross total) were **£22.2m**
- **Belfast LGD** accounts for **24%** of the **net cost** of dental services

Registrations

- **49%** of the population **registered** with a health service dentist in March 2026
- **67%** of children and **44%** of adults registered
- **Drop of 95,000 (9%)** since March 2025

Child Activity

- Approx. **100,000** children received **dental treatment** in excess of the basic treatments
- **213 per 1,000** registered children were treated for a filling, crown or extraction

Adult Activity

- **6% less adult patients** were seen for treatment than in 2024/25
- Approx. **823,000 adult treatment claims** paid, a **decrease of 5%** compared to 2024/25

Dental Payments Team

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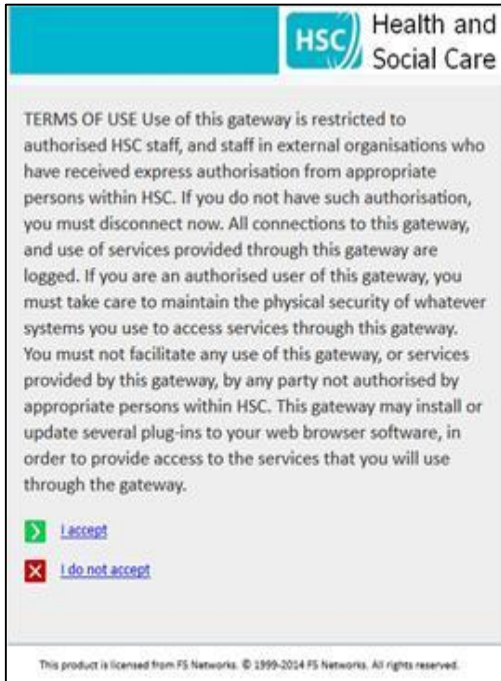
- Take instruction from DoH/SPPG (Dental Officers) and as set out within GDS Regulations NI (1993) ([GDS Regulations NI \(1993\) - Business Services Organisation \(BSO\) Website](#))
- Validate claims in line with SDR/MDS correspondence ([MDS Library - Business Services Organisation \(BSO\) Website](#))
- Liaise with BDA/Probity/NIMDTA
- Process off system claims i.e. CPDA, Expenses, EDI etc.
- Preferred methods of communication:
 - Treatment related payment enquiries - dental.enquiries@hscni.net
 - Prior Approval application enquiries - denapprovals@hscni.net
 - Maternity/Paternity, Sickness, Non-Domestic Rates, CPDA enquires - dentalfinance.bso@hscni.net
 - EDI transmissions/schedules - denedi@hscni.net
 - Bank detail amendments - fps.adminteam@hscni.net
- Forms Library ([Forms Library - Business Services Organisation \(BSO\) Website](#))

Logging into HSC Network

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1 <https://signin.hscni.net/dentists>

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The screenshot shows the 'TERMS OF USE' for the HSC gateway. It states that use is restricted to authorised HSC staff and those with express authorisation. It also mentions that users must maintain the physical security of their systems and may need to install or update browser plug-ins. At the bottom, there are two buttons: a green 'I accept' button and a red 'I do not accept' button. A small copyright notice at the very bottom reads: 'This product is licensed from FS Networks. © 1999-2014 FS Networks. All rights reserved.'

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The screenshot shows the 'Secure Logon for F5 Networks' page. It features the HSC Health and Social Care logo at the top. Below the logo, there are two input fields: 'Username' and 'Passcode'. A 'Logon' button is located at the bottom of the form.

Username is your
GDC Number.

Passcode is your **4 digit PIN**
(note the default PIN is 1212
but you will have to change
this at first logon)
immediately followed by the
6 digit code generated by the
Cryptotoken keyfob
(e.g: 1212123456).

HSC Network



FPS Dental Secure Web Portal

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Sign In

Search this site



Home



Calendar

March 2019

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
25	26	27	28	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24

News & Alerts

Title	Modified
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[All HSCNI Accounts](#)

20/11/2018 12:52

BSO ITS will be modifying the HSCNI accounts of **ALL** users of the **FPPS Dental Payments** system and **HSCNI Email** service to implement **password complexity rules**.

What does this mean for me?

When password complexity is enabled, all **NEW** passwords will have to comply with more secure criteria.

When will this upgrade happen?

Friday 23rd November 2018.

Please see the below links for further details:

- [Password Complexity \(Nov-18\).pdf](#)
- [Password Flyer \(Nov-18\).pdf](#)

[Memorandum of Dental Services \(MDS\) 733](#)

29/06/2018 14:41

All users please note a new MDS has been issued in relation to important amendments to to Statement of Dental Remuneration (SDR), particularly in relation to usage of dental amalgam. Please **click here** to view MDS 733 on the BSO website.

[FPPS Dental Portal guides](#)

09/05/2018 14:45

Please **click here** to access user guides and other supporting documents for the FPPS Dental portal.

Dental Portal

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FPPS Dental

Please Log In

Username

Password

Login

Username (received in first letter from BSO) This will be your initial and the first 4 letters in your surname followed by a 3-digit number.

Password (received in second letter from BSO).

Connection/Log in Problems - Contact



ebusiness@hscni.net



028 9536 3681

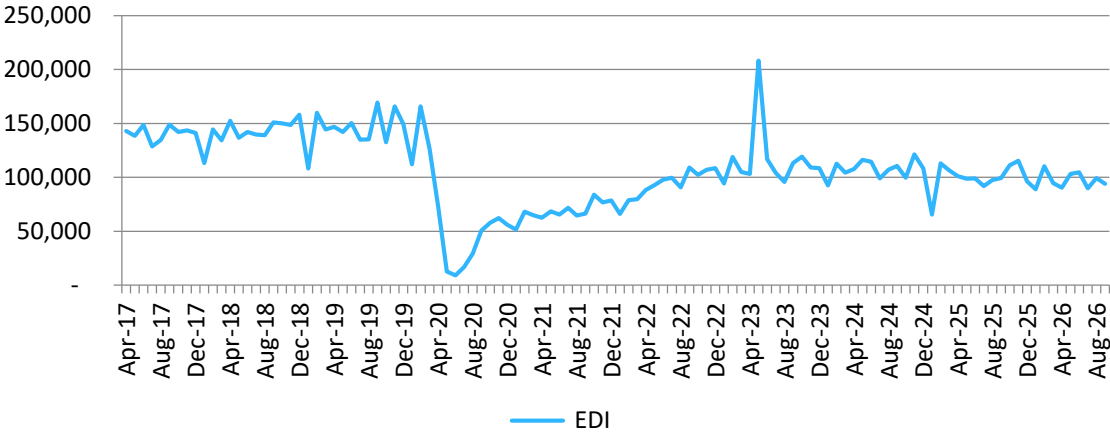
028 9536 3751



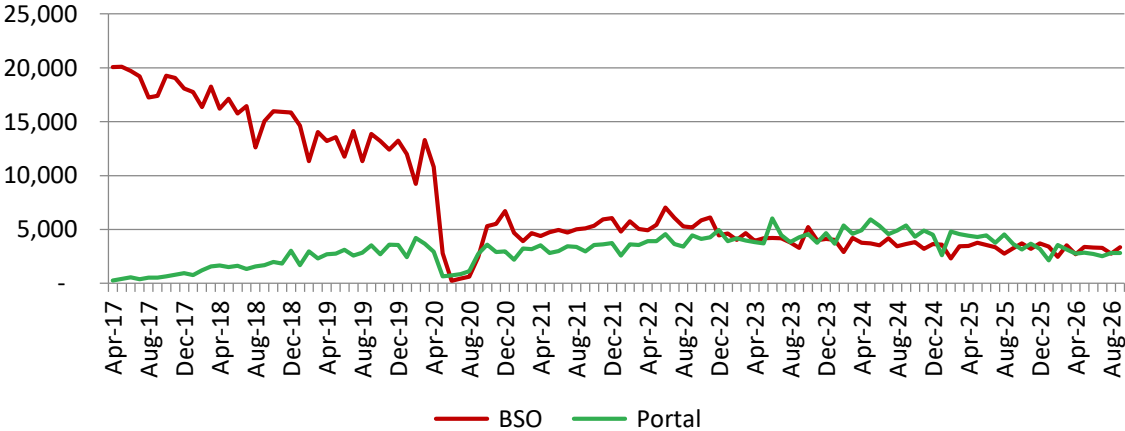
99% of connection/log in issues are resolved in minutes.

Digital Transformation

EDI Claims by Month



Portal & BSO Claims by Month



Any Questions?