

How to guide for viewing unscheduled care activity information in Compass

1. Introduction

Contact changes were introduced for unscheduled care from the 1 April 2026 to create a safety net for patients to access care when needed and improve the remuneration to contractors. The contract changes introduced:

- a requirement for high street dental contractors to provide a proportion of their contract to patients with unscheduled care needs (known as the Required Number of Urgent Treatments (RNUT))
- amendments to the payment arrangements for all dental contractors previously covered by 1.2 UDAs. This will be replaced by one of the following (and converted to UDAs):
 - a £15 fixed and £60 activity payment for those dental contractors required to prioritise part of their contract for unscheduled care and in respect of their RNUT
 - a £75 activity payment for those dental contractors not required to provide a proportion of their contract for unscheduled care and also payable to any contractor for unscheduled courses of treatment delivered above the RNUT.

More information on these changes can be found on the [NHS England website](#).

It is recognised that these adjustments represent a change to practice and as a result have raised queries on how unscheduled care activity will be reported and where this information can be found within Compass.

The purpose of this guide is to provide clarity on where to find relevant information in Compass. This aims to help contractors and their teams track progress with the new unscheduled care changes and meet their contractual requirements. It outlines the sources of information, what is contained within the Activity Actuals and pay schedules. The guide also provides an example of how the monetary value of a UDA is calculated by NHS BSA in order to determine the conversion of the payment to UDAs.

Please note that:

- references to urgent/unscheduled care may be interpreted interchangeably

- some DPMS suppliers may provide other reports for their users, this will vary and is beyond the remit of this guide. Contractors should contact their DPMS supplier if they have questions about this functionality
- all images are example screenshots for fictional contractor/clinicians with illustrative dates and UDA values

2. Sources of information

The following are the key sources of information on find unscheduled care activity and UDA credits:

- Clinical activity summary. This is from the monthly statement. It will be a PDF that can be viewed on Compass.
- Provider activity summary. Available to contractors under monthly statements on Compass.

3. Activity Actuals

The 'activity actuals' pay schedule is produced by NHS BSA and shared through Compass. It can be viewed at any time by contractors and commissioners, and is updated monthly (see [BSA website](#) for details for when pay statements are available).

The activity actuals will be updated from the beginning of May to include:

- a new line detailing the required number of urgent treatments that applies to the contract (this will only apply to those contracts with a specified number of unscheduled care courses of treatment)
- a new column for unscheduled care fixed UDAs (the £15 equivalent payment)
- unscheduled care activity credits that have been claimed (the £60 or £75 activity payment)

Required number of urgent treatments (RNUT)

The required number of urgent treatments (RNUT) is the minimum number of urgent band 1 courses of treatment to be provided in the financial year by a high street dental contract to meet their contractual requirement. This will also have been communicated to contractors in a letter from their commissioner in March, ahead of the contract reforms being introduced.

The contractual requirement is calculated nationally as 8.2% of the relevant contract value. At a contract level this is calculated as the relevant contract value/ £10,000 x 11 courses of treatment.

Please note that the RNUT is not calculated using the 8.2% of contract value at individual contract level, therefore it will not produce the correct RNUT if applied, only the calculation as outlined above and set out in the regulations will be used.

The RNUT will only be included in activity actuals as a new service line and is measured in courses of treatment as set out in the regulations and contract guidance (it will not be included in pay schedules as it applies to the contract). This can be found in the 'Contracted Activity for Year' section of the activity actuals report listed as "Unscheduled Mandatory Requirement (Eng) Unscheduled CoT". The figure listed in the 'target' column provides the RNUT and should be the same value as that communicated in the letter received by contractors earlier this year. See the red box in Figure 1.

NHS BSA Dental Services						
Activity Actuals including Unscheduled Care						
Contract Summary						
Area Team:	Qxx : 1234567890					
Provider:	12355 : A DENTIST					
Start Date:	15/11/2013					
End Date:						
Contracted Activity for Year:	Service Name	Unit	R/NR Target	Service Start	Service End	Carry Over Total
	ZZ Mandatory Services - pre April 2017	UDA	R 32,567	15/11/2013		0 32,567
	Unscheduled Mandatory Requirement (Eng) Unscheduled COT R		600	01/04/2026	31/03/2027	0 600

Figure 1: activity actual report showing information on the RNUT

Activity Actuals - fixed credits for unscheduled care (£15)

A £15 fixed payment credit for each of the RNUT will be applied to each eligible contract and calculated as:

$$\text{fixed credit} = \text{RNUT} \times \text{£15}$$

This will be credited equally across the financial year (or pro-rata across the relevant months for a new contract in the first financial year of that contract). It will be converted to UDAs.

The UDAs relating to the fixed £15 credits will be shown in the activity actuals report. It will be displayed under a column marked "Unscheduled UDA" as shown in the red box in Figure 2. This will be reported monthly at the end of the month (for example fixed credits for May will show in the activity actuals at the end of May and so on).

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	ZZ Mandatory Services - pre April 2017	UDA	R	32,567	15/11/2013		0	32,567				
	Unscheduled Mandatory Requirement (Eng)	Unscheduled COT R	600	01/04/2026	31/03/2027		0	600				
Actual Activity for Financial Year 2627												
Period Month	Standard UDA Total	Unscheduled UDA	Clinician				Foundation Dental					
			All UDA Total	UDA Total	Domiciliary Count	Sedation Count	UDA Total	UDA Total	Domiciliary Count	Sedation Count		
April 26	1,069.40	50.00	1,119.40	0.0	0.0	0.0	0.00	0.00	0.0	0.0	0.0	
May 26	0.00	0.00	0.00	0.0	0.0	0.0	0.00	0.00	0.0	0.0	0.0	
June 26	0.00	0.00	0.00	0.0	0.0	0.0	0.00	0.00	0.0	0.0	0.0	
July 26	0.00	0.00	0.00	0.0	0.0	0.0	0.00	0.00	0.0	0.0	0.0	
August 26	0.00	0.00	0.00	0.0	0.0	0.0	0.00	0.00	0.0	0.0	0.0	
September 26	0.00	0.00	0.00	0.0	0.0	0.0	0.00	0.00	0.0	0.0	0.0	
October 26	0.00	0.00	0.00	0.0	0.0	0.0	0.00	0.00	0.0	0.0	0.0	
November 26	0.00	0.00	0.00	0.0	0.0	0.0	0.00	0.00	0.0	0.0	0.0	
December 26	0.00	0.00	0.00	0.0	0.0	0.0	0.00	0.00	0.0	0.0	0.0	
January 27	0.00	0.00	0.00	0.0	0.0	0.0	0.00	0.00	0.0	0.0	0.0	
February 27	0.00	0.00	0.00	0.0	0.0	0.0	0.00	0.00	0.0	0.0	0.0	
March 27	0.00	0.00	0.00	0.0	0.0	0.0	0.00	0.00	0.0	0.0	0.0	
Grand Total	1,069.40	50.00	1,119.40	0.0	0.0	0.0	0.00	0.00	0.0	0.0	0.0	

Figure 2: activity actual report showing UDAs for the fixed credit (payment)

The UDAs for all activity, including banded courses of treatment and unscheduled care for children and adults, will be displayed in the column marked 'standard UDA total'- see the red box in Figure 3. This report does not distinguish between unscheduled care and other banded courses of treatment; this information is available in the pay statements (also known as pay schedules) as outlined in section 4.

The 'All UDA Total' column(see the green box in Figure 3) shows the sum of the UDAs for the 'unscheduled care UDA' column (fixed credit) and the 'standard UDA total' column.

NHS BSA Dental Services												
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Contract Summary												
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Provider:	12355 - A DENTIST											
Start Date:	15/11/2013											
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Contracted Activity for Year:	Service Name	Unit	R/NR Target	Service Start	Service End	Carry Over	Total					
	ZZ Mandatory Services - pre April 2017	UDA	R	32,567	15/11/2013		0	32,567				
	Unscheduled Mandatory Requirement (Eng)	Unscheduled COT R	600	01/04/2026	31/03/2027		0	600				
Actual Activity for Financial Year 2627												
Period Month	Standard UDA Total	Unscheduled UDA	All UDA Total	UDA Total	Domiciliary Count	Sedation Count	UDA Total	UDA Total	Domiciliary Count	Sedation Count		
April 26	1,069.40	50.00	1,119.40	0.0	0.0	0.0	0.00	0.00	0.0	0.0	0.0	
May 26	0.00	0.00	0.00	0.0	0.0	0.0	0.00	0.00	0.0	0.0	0.0	
June 26	0.00	0.00	0.00	0.0	0.0	0.0	0.00	0.00	0.0	0.0	0.0	
July 26	0.00	0.00	0.00	0.0	0.0	0.0	0.00	0.00	0.0	0.0	0.0	
August 26	0.00	0.00	0.00	0.0	0.0	0.0	0.00	0.00	0.0	0.0	0.0	
September 26	0.00	0.00	0.00	0.0	0.0	0.0	0.00	0.00	0.0	0.0	0.0	
October 26	0.00	0.00	0.00	0.0	0.0	0.0	0.00	0.00	0.0	0.0	0.0	
November 26	0.00	0.00	0.00	0.0	0.0	0.0	0.00	0.00	0.0	0.0	0.0	
December 26	0.00	0.00	0.00	0.0	0.0	0.0	0.00	0.00	0.0	0.0	0.0	
January 27	0.00	0.00	0.00	0.0	0.0	0.0	0.00	0.00	0.0	0.0	0.0	
February 27	0.00	0.00	0.00	0.0	0.0	0.0	0.00	0.00	0.0	0.0	0.0	
March 27	0.00	0.00	0.00	0.0	0.0	0.0	0.00	0.00	0.0	0.0	0.0	
Grand Total	1,069.40	50.00	1,119.40	0.0	0.0	0.0	0.00	0.00	0.0	0.0	0.0	

Figure 3: activity actual report showing UDAs for all delivered activity

4. Pay statements (schedules)

The activity credits for unscheduled care (i.e. £60) are allocated each time an urgent band 1 FP17 is submitted.

For contracts that have a minimum number of unscheduled care course of treatment to deliver, the UDAs will equate to £60 per delivered course of treatment. Once the minimum number has been reached, the UDAs will equate to £75 per delivered unscheduled care course of treatment. For contracts that do not have a minimum number of unscheduled care courses of treatment, the UDAs equate to £75 per delivered unscheduled care course of treatment.

Information on unscheduled care delivery each month will be displayed in the activity summary pay schedule for the:

- number of courses of treatment delivered
- UDAs per course of treatment
- total UDAs (number of courses of treatment multiplied by UDAs per course of treatment)

Clinician activity summary pay schedule

The clinician activity summary will be available to each clinician and the contractor.

From May 2026, the number of unscheduled care courses of treatment delivered each month by an individual clinician can be found in the clinician activity summary. This is listed in the row marked as “Unscheduled Care” (see red box in Figure 4).

There is one row for unscheduled care delivered to children and one row for adults. Each row includes the activity delivered in courses of treatment (the “Forms” column), the UDAs per course of treatment (the “weighting” column) and the equivalent number of UDAs (the “No of Units” column).

The “Urgent (pre 01/04/2026)” row relates to activity delivered and completed before 1 April 2026.

CLINICIAN ACTIVITY SUMMARY (CURRENT FINANCIAL YEAR)					
UNITS OF DENTAL ACTIVITY INFORMATION					
Band		Forms	Weighting	No of Units	
1	Child	4	1.00	4.00	
1	Adult	16	1.00	16.00	
2(a)	Child	2	3.00	6.00	
2(a)	Adult	22	3.00	66.00	
2(b)	Child	0	0.00	0.00	
2(b)	Adult	1	5.00	5.00	
2(c)	Child	0	0.00	0.00	
2(c)	Adult	0	0.00	0.00	
3	Child	0	0.00	0.00	
3	Adult	7	12.00	84.00	
Urgent (pre 01/04/26)	Child	0	0.00	0.00	
Urgent (pre 01/04/26)	Adult	8	1.20	9.60	
Unscheduled Care	Child	1	2.63	2.63	
Unscheduled Care	Adult	27	2.63	71.01	
REG11	Adult	1	12.00	12.00	
REG11	Child	0	0.00	0.00	
Denture Repairs		1	1.00	1.00	
CE - Prescription		2	0.00	0.00	Dom. Services 4
CE - Nurse Applied FV		1	0.50	0.50	Sedation Services 4
CE - Removal of Sutures		1	1.00	1.00	Further Treatment 0
CE - Arrest of Bleeding		1	1.20	1.20	Incomplete Trmt 0
CE - Bridge Repair		1	1.20	1.20	Guaranteed Trmt 16
CE - Denture Repair		2	2.00	4.00	
Additional Denture Award		0	0.00	0.00	
Late Submitted Forms		3			
No of Deletions		9			
General Units Total this Month				298.86	(excluding 3.20 submitted late)
Deletion Units				-13.72	
Net General Units				285.14	

Figure 4: clinician activity summary showing the number of courses of treatment, the UDAs per course of treatment and the total number of UDAs for each month

Provider activity summary pay schedules

The provider summary will be available to the contractor and will show the combined totals for all the banded courses of treatment delivered by their clinicians.

From May 2026, the number of unscheduled care courses of treatment delivered under the contract can be found in the provider summary. This is listed in the row marked as “Unscheduled Care” (see the red box in Figure 5).

There is one row for unscheduled care delivered to children and one row for adults, however for contractual purposes there is no distinction and unscheduled care delivered to adults or children will count towards the contractual requirement. Each row includes the activity delivered in courses of treatment (the “Forms” column), the UDAs per course of treatment (the “weighting” column) and the equivalent number of UDAs (the “No of Units” column).

The “Urgent (pre 01/04/2026)” row relates to activity delivered and completed before 1 April 2026.

PROVIDER SUMMARY (CURRENT FINANCIAL YEAR)					
UNITS OF DENTAL ACTIVITY INFORMATION (ALL CLINICIANS)					
Band		Forms	Weighting	No of Units	
1	Child	0	0.00	0.00	
1	Adult	1	1.00	1.00	
2(a)	Child	0	0.00	0.00	
2(a)	Adult	3	3.00	9.00	
2(b)	Child	0	0.00	0.00	
2(b)	Adult	4	5.00	20.00	
2(c)	Child	0	0.00	0.00	
2(c)	Adult	0	0.00	0.00	
3	Child	0	0.00	0.00	
3	Adult	3	12.00	36.00	
Urgent (pre 01/04/26)	Child	0	0.00	0.00	
Urgent (pre 01/04/26)	Adult	0	0.00	0.00	
Unscheduled Care	Adult	3	2.68	8.04	
Unscheduled Care	Child	0	0.00	0.00	
REG11	Child	0	0.00	0.00	
REG11	Adult	0	0.00	0.00	
CE - Prescription		0	0.00	0.00	Dom. Services 0
CE - Nurse Applied FV		0	0.00	0.00	Sedation Services 0
CE - Removal of Sutures		0	0.00	0.00	Further Treatment 0
CE - Arrest of Bleeding		0	0.00	0.00	Incomplete Trmt 0
CE - Bridge Repair		0	0.00	0.00	Guaranteed Trmt 0
CE - Denture Repair		4	1.00	4.40	
Additional Denture Award		0	0.00	0.00	
Late Submitted Forms		0			
No of Deletions		0			
General Units Total this Month				78.44	
Deletion Units				0.00	
Net General Units				78.44	
Orthodontic Treatment					
Case Assessment Only		0	0.00	0.00	Ortho Abandoned 0
Assess and Accept		0	0.00	0.00	Ortho Discontinued 0
Appliance Fitted-Child<10		0	0.00	0.00	Ortho Completed 0
Appliance Fitted-Child>9		0	0.00	0.00	
Appliance Fitted-Adult		0	0.00	0.00	
Repairs to Appliances		0	0.00	0.00	
Late Submitted Forms		0			
No of Deletions		0			Ortho Reg 11 0
Ortho Units Total this Month				0.00	
Deletion Units				0.00	
Net Ortho Units				0.00	
PATIENTS CHARGE TOTALS (ALL CLINICIANS)					
Total Patient Charges				£1,637.40	
Remission Amount Total				£0.00	Remission Cases 0
Total to be deducted from contract value				£1,637.40	

Figure 5: provider summary showing the total number of courses of treatment, the UDAs per course of treatment and the total number of UDAs for each month

Between Activity Actuals and the Provider activity summary reports, contractors have access to all the information required to identify performer unscheduled care activity and understand how many UDAs have been applied to the contract for the fixed element of unscheduled care. However, it is recognised that contractors would prefer to have a single source of this data. Work is underway to explore additional reporting routes to support contractors and commissioners with better visibility of unscheduled care activity going forward, including to support contractors as they reach their contractual requirement and UDA credits change. We will provide an update on this in due course.

5. Example calculation

The [NHS England » NHS dentistry: quality and payment reforms contractual guidance](#) sets how the RNUT, the relevant contract value (RCV) and the monetary value of a UDA are to be calculated, and includes some simple examples.

Compass will calculate the monetary value of a UDA as outlined in the regulations by:

- adding up the £ values for all the contract lines that are associated with UDAs to give the total RCV; and
- adding up the UDA activity totals for all the service lines that have UDA values (the 'total UDAs'); and
- dividing the RCV by the total UDAs.

The RCV in the above calculation is the NACV or NAAV exclusive of any payments related to dental public health services, orthodontic services, sedation services, and domiciliary services. It will, however, include any flexibly commissioned services that use a UDA offset.

These are show in blue highlight in the example scenario. If the data is not accurate in Compass, then the calculation will be incorrect.

Example scenario:

Service Name	Contract Value	Unit of Activity	Contracted Activity
High Street Dental Practice (Mandatory Services)	£1,000,000.00	UDA	20,000
Other service	£20,000.00	UDA	4,000
Domiciliary Visits	£50,000.00	COT	500
Sedation	£50,000.00	COT	500
Unscheduled Mandatory Requirement (Eng)	£1.00	Unscheduled/urgent COT	1122
Total Contract Value (NACV)	£1,120,001.00		24,000

1. RCV = NACV (£1,120,001) – payments relating to sedation (£50,000) and domiciliary (£50,000) = £1,020,001
2. Total contracted UDAs = 24,000 (20,000 + 4,000)
3. Monetary value of UDA = £1,020,001 / 24,000 = £42.50

