

The South-West region has procured a new **Dental Electronic Referral Service (DERS)**, which is **active as of 1st June 2026**.

DERS is a secure, web-based system that enables dental teams to submit, manage, and track NHS dental referrals across the South-West.

DERS replaces email & paper-based processes and ensures that referrals are complete, accurate, and routed to the most appropriate service.

Key benefits for referral originators

- A single, standardised referral process for all specialist and community dental services.
- Faster and more efficient referrals, supported by real-time triage and the ability to upload radiographs and clinical images.
- Fewer inappropriate referrals through mandatory data fields and embedded clinical guidance.
- Direct access to advice and guidance from specialist services, helping support cases that may be managed in primary care.
- Full visibility of referral progress for both clinicians and patients.
- Enhanced patient experience through clearer pathways and improved choice based on location and waiting times.
- Comprehensive reporting to support quality improvement, education, and professional development.
- DERS ensures referrals are managed efficiently, safely, and consistently; helping patients access the right care first time.

DERS went live in Somerset on 1 June 2026.

From this date, all dental referrals will be submitted exclusively through Rego, with all existing referral forms integrated into the platform.

- NEC have attempted to contact all practices with welcome packs, including access to Rego training resources.

- Rego is straightforward to use, and the training materials will provide all staff with the knowledge and skills needed to operate the system confidently.
- Rego training resources will be hosted on the Regional Chief Dental Office Futures platform [Futures - Futures](#). We recommend that you request access to the platform beforehand.
- For specific issues with the Dental Electronic Referral Service (DERS), please email the group inbox at england.swdentalreferrals@nhs.net
- For Rego technical, onboarding and accounts queries, please email rego.support@necswws.com

Activity across borders:

Rego is now being used in Cornwall and the Isles of Scilly. The rollout of DERS across the rest of the South-West will be staged, with ICB areas going live each month until 1 September 2026. Dorset will follow in January 2027, once their current contract expires. This sequential rollout may affect some practices who need to refer outside of their ICB area/county, until all areas have gone live. The ICB will provide further updates on how referrals to and from non-digital areas will be handled during the rollout.