

Information and Signposting leaflet: accessing NHS Dental treatment

We are the independent champion for people using local health and social care services. We listen to what people like about services and what could be improved. We share their views with those with the power to make change happen. People can also speak to us to find information about health and social care services available locally.

Our sole purpose is to help make care better for people. Our Signposting and Information service receives a lot of calls about accessing NHS Dentists. This information sheet shares information on how you can access NHS dental treatment and we hope you find it useful.

You do not have to pay for NHS dental treatment if you are:

- under 18, or under 19 and in full-time education
- pregnant or have had a baby in the previous 12 months
- being treated in an NHS hospital and your treatment is carried out by the hospital dentist (but you may have to pay for any dentures or bridges)
- receiving low income benefits, or you're under 20 and a dependant of someone receiving low income benefits (see below)

You do not have to pay for NHS dental treatment if you or your partner receive any of the following benefits:

- Income Support
- Income-related Employment and Support Allowance
- Income-based Jobseeker's Allowance
- Pension Credit Guarantee Credit
- Universal Credit (in certain circumstances)
- Certificates to help with health costs

You may also be able to receive free NHS dental treatment if you are entitled to or named on:

- a valid NHS tax credit exemption certificate
- a valid HC2 certificate – which is available for people on a low income
- an NHS certificate for partial help with health costs (HC3)

You will be asked to show your dentist **written proof** that you do not have to pay for all or part of your NHS treatment. You will also be asked to sign a form to confirm that you don't have to pay.

NHS dental charges

There are three NHS charge bands. From April 2019 to March 2020 the costs are:
Band 1: £22.70 – This covers an examination, diagnosis and advice. If necessary, it also includes X-rays, a scale and polish, and planning for further treatment.

Band 2: £62.10 – This covers all treatment included in **Band 1**, **plus** additional treatment, such as fillings, root canal treatment and removing teeth (extractions).

Band 3: £269.30 – This covers all treatment included in **Bands 1 and 2**, **plus** more complex procedures, such as crowns, dentures and bridges.

Emergency NHS Dental Helpline

The NHS provides local Urgent Dental Clinics across Cheshire and Merseyside that can provide emergency appointments, treatment or advice. Issues such as facial trauma after a blow to the face, swelling of the face, uncontrolled bleeding i.e. after an extraction, or pain that can't be controlled by pain relief medicines.

(Please be aware that this service does not deal with routine dental problems such as lost or broken fillings and crowns)

If your usual dental clinic is closed, or you are not yet registered with a local dental practice, you can call the **NHS Urgent Dental Helpline on: 0161 476 9651 (local rate)**. The help line is available from 9:00 am – 9:30 pm every day - including weekends and bank holidays. **(Please note - This is by appointment only)**

The service is available to anybody, of any age, from anywhere in the locality. When you call, listen to the message. You will either be put through to a member of the clinical team or be asked to leave a message, and called back as soon as possible. You will be assessed and then provided with further advice by a dental nurse or booked in for emergency treatment soon as possible.

The information provided was correct at the time of printing. To check it is up to date contact our Signposting and Information service **0800 206 1304/ info@healthwatchsefton.co.uk**

This leaflet is available in alternative formats on request including different languages, audio format, large print, and easy read.