

Who can get FREE dental care?

You do not have to pay for NHS dental treatment if, when the treatment starts, you are:

- Aged under 18
- Under 19 & in full-time education
- Pregnant / have had a baby in the previous 12 months
- Staying in an NHS hospital & your treatment is carried out by the hospital dentist
- An NHS hospital dental service outpatient (you may have to pay for dentures or bridges).

You do not have to pay if, during the course of treatment, you/your partner, receive:

- Income Support
- Income-related Employment and Support Allowance
- Income-based Jobseeker's Allowance
- Pension Credit guarantee credit
- Universal Credit.

or

- You are named on a valid NHS tax credit exemption certificate or you are entitled to an NHS tax credit exemption certificate
- You are named on a valid HC2 certificate.

Exemptions only apply for NHS care. You must provide proof.

Make sure you are clear about exemptions before having treatment. If in doubt, ask. It may be better to pay for your treatment then claim a refund if you can later prove that you were exempt. Use the HC5(D) form to claim a refund. This way, you will avoid a £100 penalty charge on top of the cost of the treatment for a mistaken claim.

More info: www.nhs.uk Get help with dental costs - or - HC5 (D) or **call: 0300 330 13 43**

Healthwatch Medway is an independent organisation set up to champion the views of patients and social care users across Medway. We work to help local people get the best out of their local health and social care services, whether it's improving them today or helping to shape them for tomorrow.

If you have any questions or comments about dentistry in your area or would like to find out about the work of Healthwatch Medway, please contact us:



By Telephone:

Healthwatch Medway Freephone
0800 136 656



By Email:

enquiries@healthwatchmedway.com



Online:

www.healthwatchmedway.com



By Text:

Text us on **07525 861 639**. By texting 'NEED BSL', Healthwatch's British Sign Language interpreter will make contact and arrange a time to meet face to face.

Need more info?

www.nhs.uk (search NHS dental services explained) or call British Dental Health Foundation helpline: 01788 539 780

Getting NHS Dental care

What is available on the NHS?
What do you have to pay for?
What is included?
How much should it cost?



Dentistry available on the NHS:

Any treatment that your dentist believes is clinically necessary to keep your mouth, teeth and gums healthy.

Dentistry not available on the NHS:

Treatment or treatment options that are not clinically necessary, eg: cosmetic treatments, such as teeth whitening, or tooth-coloured fillings or crowns in certain circumstances.

Out of Hours Dental Emergencies:

Monday to Sunday 6pm to 11pm

Saturday, Sunday and Bank Holidays 8.30am to 1.30pm and 6pm to 11pm

Call DentaLine on 01634 890300 for an assessment, advice and appointments. NB: this is for pain relief & temporary dressings only.

NHS charges apply; if you are exempt from charging, please bring proof.

During practice opening hours, contact your dentist for dental emergencies. If you don't have a dentist, call the Kent Dental Help Line 0300 1234 412.

Don't have a dentist? Kent Dental Help Line 0300 1234 412

- Will tell you which local NHS dentists have open waiting lists
- Will tell you where you can get urgent NHS dental care if necessary

Deciding the course of treatment:

Many dentists provide both NHS and private dental care. Your dentist must make clear to you which treatments are NHS and which are provided on a private basis so you can make an informed decision. For example...

Dentist decides you need a particular treatment (eg: a filling). As it is clinically necessary, you can get this on the NHS.

Dentist discusses the following treatment options with you. You choose, then sign the Treatment Plan which has exact details of your choices & costs.

You may choose the NHS option: eg: metal amalgam filling for your back tooth.

After the NHS diagnosis, you may choose a private treatment option: eg: tooth-coloured filling for your back tooth.

You will be charged the NHS Band 2 rate: £53.90 which includes diagnosis and treatment.

You will be charged £19.70 for NHS diagnosis PLUS the private fee for this treatment.



NHS Dental Charges:

Some types of treatment are free. Some people will not have to pay because they are exempt (see over). Otherwise, the charge you pay depends on the treatment you need to keep your mouth, gums and teeth healthy.

Urgent Dental Treatment £22.70

Band 1 Course Of Treatment £22.70

Includes: examination, diagnosis (including X-rays), advice on how to prevent future problems, simple scale and polish if clinically needed and preventative care such as the application of fluoride varnish or fissure sealant, if appropriate.

Band 2 Course Of Treatment £62.10

Includes: everything listed in Band 1 above, plus: any further treatment such as more involved scaling and other gum treatment, fillings, root canal work or removal of teeth - BUT - not more complex items covered by Band 3.

Band 3 Course Of Treatment £269.30

Includes: everything listed in Bands 1 and 2 above, plus crowns, dentures, bridges and other laboratory work.

As of April 2019; www.nhs.uk (search: NHS Dental Charges).

Get a treatment plan:

If your dentist recommends Band 2 or Band 3 dental treatment (or you choose a mix of NHS & private), they must give you a Treatment Plan to read and sign. It will tell you which treatments you are having and their cost.

- If you are not given this, ask for one.
- You can question or refuse some or all of the treatment options, or seek further advice.
- If the treatment is changed without your consent, you should complain.