

## Patient information

### Finding an NHS Dentist in Merseyside

#### Liverpool University Dental Hospital

**Liverpool are the first point of call for patients needing health services.**

Contact them for information or help to find the services that are right for you:

- Telephone: 0300 77 77 007 (Calls cost the same as a local landline number and they will call you back to keep your bill down)
- Text phone number: 18001 0300 77 77 007
- Text: 07842 552 878
- Email: [enquiries@healthwatchliverpool.co.uk](mailto:enquiries@healthwatchliverpool.co.uk)

**NB: for other local teams, access:**

[www.healthwatch.co.uk/find-local-healthwatch](http://www.healthwatch.co.uk/find-local-healthwatch)

**If you require urgent dental care and you do not have a dentist, or are calling at a weekend/bank holiday, you can call the Cheshire and Merseyside Dental Helpline on Tel: 0161 476 9651 for urgent treatment, advice and support on dental queries. NHS dental charges apply.**

**Please note this is not a drop-in service and you must be allocated an appointment to attend one of the local urgent dental care clinics.**

As part of teaching dental students, supervised dental students provide a limited service at Liverpool University Dental Hospital for patients without appointments during term time.

#### **Information about NHS services and charges for treatment at General Dental Practices**

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

- Aged under 18.
- Under 19 and receiving full-time education.
- Pregnant or a mother who has had a baby in the previous 12 months.

**You also do not have to pay if, when treatment starts or when you are asked to pay, you are in receipt of:**

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

**If you are not exempt from the charges, you will be charged in the region of £21.60 for urgent care.**

For advice on help with health costs, call 0300 330 1343, or go to the NHS Choices website at [www.nhs.uk/healthcosts](http://www.nhs.uk/healthcosts)

## **Feedback**

Your feedback is important to us and helps us influence care in the future.

Following your discharge from hospital or attendance at your outpatient appointment you will receive a text asking if you would recommend our service to others. Please take the time to text back, you will not be charged for the text and can opt out at any point. Your co-operation is greatly appreciated.

**Author: Liverpool University Dental Hospital**  
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All Trust approved information is available on request in alternative formats, including other languages, easy read, large print, audio, Braille, moon and electronically.

يمكن توفير جميع المعلومات المتعلقة بالمرضى الموافق عليهم من قبل انتمان المستشفى عند الطلب بصيغ أخرى، بما في ذلك لغات أخرى وبطرق تسهل قراءتها وبالحروف الطباعية الكبيرة وبالصوت وبطريقة برايل للمكفوفين وبطريقة مون والكترونيا.

所有經信托基金批准的患者資訊均可以其它格式提供，包括其它語言、易讀閱讀軟件、大字

體、音頻、盲文、穆恩體 (Moon) 盲文和電子格式，敬請索取。

در صورت تمایل می‌توانید کلیه اطلاعات تصویب شده توسط اتحادیه در رابطه با بیماران را به اشکال مختلف در دسترس داشته باشید، از جمله به زبانهای دیگر، به زبان ساده، چاپ درشت، صوت، خط مخصوص کوران، مون و بصورت روی خطی موجود است.

زانیاری پیوندیدار به نه‌خوشانه‌ی له‌لایمن تراسته‌وه پسه‌ند کراون، نه‌گمر داوا بکری‌ت له فورماته‌کانی تردا بریتی له زمانه‌کانی تر، نیزی رید (هاسان خویندنه‌وه)، چاپی گموره، شریتی دهنگ، هیلی موون و ئلیکترونیکی همیه.

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Dhammaan warbixinta bukaanleyda ee Ururka ee la oggol yahay waxaa marka la codsado lagu heli karaa nuskhado kale, sida luqado kale, akhris fudud, far waaweyn, dhegeysi, farta braille ee dadka indhaha la', Moon iyo nidaam eletaroonig ah.