



Aintree
Head & Neck
Practice
Development
Unit

How to find a NHS Dentist

Aintree University Hospital **NHS**

NHS Foundation Trust

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This leaflet explains how to find an NHS dentist from 1 April 2014. To get NHS dental treatment, you should contact a dental practice providing NHS dentistry and ask for an NHS appointment.

Whether you need a check up or if you are having difficulty finding an NHS dentist you can call NHS England on 0300 311 2233 or visit NHS Choices at www.nhs.uk

You can also Contact Healthwatch 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)
- Textphone Number: 18001 0300 77 77 007
- Text: 07842 552 878
- Email: enquiries@healthwatchliverpool.co.uk

NB: for other local teams, access:
www.healthwatch.co.uk/find-local-healthwatch

Urgent NHS and care out of hours

If you think you might need urgent treatment, contact your dentist on his or her usual number. Dental practices are normally open during the daytime and often at weekends.

If you do not have a regular dentist, and you require treatment today, you can contact the urgent dental care line on 0151 300 8349.

This is a call centre and patients are triaged according to their dental need and given an

appointment on the same day at the Liverpool Dental Access Centre. NHS dental charges apply.

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.

If a problem occurs outside of hours, you may need to be seen urgently. If you are in discomfort, you can try helping yourself first by taking pain medication.

If your problem is more urgent, you can access out-of-hours dental services in your area by telephoning:

- your dental practice, who should have an answer phone message with details of how to access treatment out of hours
- You can call NHS Direct on 0845 46 47 for advice

You can also call NHS 111 by dialling 111 for free from any landline or mobile or contact NHS England on 0300 311 2233

If you are in severe pain, are bleeding a lot, have a major head injury or concussion, you should go to the accident and emergency department of your local hospital.

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 £18 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

Acknowledgements:

Liverpool University Dental Hospital
NHS UK.



If you require a special edition of this leaflet

This leaflet is available in large print, Braille, on audio tape or disk and in other languages on request. Please:

0151 529 8564
listening@aintree.nhs.uk

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