



Information service for people living,  
Road  
working or studying in Merton.

Merton Civic Centre, London

Morden, Surrey, SM4 5DX.

Telephone: 020 8545 4710

Textphone: 020 8545 4356

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## DENTAL SERVICES



### COMMUNITY DENTAL SERVICES (NHS)

**\*Sarah Hector, Head of Community Dental Services**

**Community Dental Department**

**Joan Bicknell Centre**

**Springfield Hospital Site**

**Burntwood Lane**

**SW17 7DJ**

**Tel: 020 8700 0588**

**If you need help with finding an NHS dentist in Merton call 020 8335 1400**

- **Service Offered**

The CDS provides NHS dental care to certain priority groups of people who are unable to receive dental care from general dental practitioners (high-street dentists) for reasons other than cost.

- **Main Client Groups Worked With**

People with learning or physical disabilities, Adults with mental health problems, Housebound people, those with complex medical problems or histories, Pre-school or school children with challenging behaviour, complex social needs or complex dental problems.

**Please call 020 8700 to check if they will do a home visit.**

- How to Contact

You may be referred by your own dentist, GP, health visitor or other health care/social care professional.

Alternatively you can contact the service directly or at one of the clinics where it operates – phone for details.

**Emergency Treatment - If you are already a CDS patient, you will be offered an emergency appointment at one of the clinics within 24 hours on weekdays. At weekends and on bank holidays throughout the year, emergency dental care is available to patients at - The Dental Clinic, Morden Road Clinic, 254 Morden Road, Morden SW19 3DA - Telephone 020 8540 1380 or 1379 (please phone before 10am).**

If you would like details of dentists in neighbouring areas please contact the Primary Care Support Service on **020 8335 1391**. They have details of dentists in South West London and Surrey.

For urgent care out of hours please telephone Harmoni - Sutton & Merton Primary Care out of hours call handling centre which is **0845 603 1087**. They will give details of services that are available locally. Urgent need is defined as severe pain which cannot be controlled by over the counter preparations or dental and soft tissue acute infection. These are problems that need to be treated within 24 – 48 hours. An urgent care treatment will only deal with the immediate problem. Urgent treatment when you need to see a dentist immediately also costs £15.90 unless you qualify for exemption of charges. If so, please take evidence of this with you. For any further routine care you will need to make an appointment with a local dentist.

For emergency care you should attend the local accident and emergency centre either at Epsom and St Helier University Hospitals NHS trust or St George's NHS Trust. A dental emergency is defined as:

- Uncontrolled dental haemorrhage (excessive bleeding) following extraction
- Rapidly increasing swelling around the throat or eye
- Trauma confined to the teeth and gums.

**\*St. George's Hospital Maxillo-Facial Unit**

St George's Hospital, Blackshaw Road  
Tooting, London SW17 0QT

**Telephone 020 8725 1233 or 3568**

The service is for persons with special needs who cannot attend a local dentist surgery for any reason. Patients need a referral from their GP stating the reason the patient is unable to attend a local surgery, for example patient is profoundly deaf or has a mobility impairment. Transport can also be provided when requested.

**\*SW London Community NHS Trust – Queen Mary’s Hospital**

Queen Mary’s Hospital, Roehampton Lane  
Roehampton, London SW15 5PN

**Telephone** 020 8780 6611

Please call for more information on the service provided.

## **PRIVATE DENTAL SERVICES - that will do a home visit**

**\*Confidential Dental Care - Dr M Nekoui and Dr Vaziri**

130-132 Merton High Street, South Wimbledon  
London SW19 1BH

**Telephone** 020 8542 4225

Dentist with facilities for dealing with a patient in their wheelchair.

**M.S. Dean & Associates**

25a Upper Green East, Mitcham Surrey CR4 2PE

**Telephone** 020 8648 2935

**\*Wimbledon Central Dental Practice**

(Mr W Y Loo and Ms L L Choong)  
55 Worples Road, London SW19 4LA

**Telephone** 020 8947 2266

**\*Dr Justin Stewart**

Suite 77-78 Westmead House  
123 Westmead, Sutton SM1 4JH

**Telephone** 020 8643 6904

This is a domiciliary practice that provides dental services for housebound people and nursing homes and covers the whole of Merton.

**Call NHS Direct on 0845 4647 to find one in your specific area**

## **Complaining about private dental treatment**

If you have a complaint about private dental services, you should contact the General Dental Council dental complaints service. The General Dental Council sets out standards of conduct and regulates all dental professionals in the UK.

Private dentists are obliged to provide similar emergency cover for their patients. If you are a member of a private dental insurance scheme, the rules of the scheme will usually mean that the dentist has to give you a fixed period of notice to end the scheme. Your dentist must finish your present course of treatment and provide you with any emergency treatment you need in the meantime.

# NHS DENTAL SERVICES

From 1 April 2007 changes to NHS dentistry include:

## **Simpler charging**

- Three standard charges for all NHS dental treatment will make it easier to know how much you may need to pay.
- The maximum charge for a course of treatment has been reduced from £384 to £194.
- Most courses of treatment will cost £15.90 or £43.60.
- You will still receive free NHS dental treatment if you meet the exemption criteria.

## **Better access to local services**

Your Primary Care Trust (PCT) will be responsible for local dental services and will:

- have money that must be used for local dental services,
- agree contracts with NHS dentists for services that best meet local needs,
- be able to influence where new practices are established, and
- be responsible for urgent and out-of-hours care in your area.
- If a dentist moves, closes down a practice or reduces the amount of NHS dentistry he or she provides, the money to provide this service will remain with your PCT for reinvestment in NHS dentistry for the local community.

## **NICE guidelines**

You can expect to receive ongoing treatment and care from your regular dentist. However, you may notice that the frequency of your appointments changes. This is because of guidelines introduced by the National Institute for Health and Clinical excellence. These guidelines recommend that patients should attend at intervals that reflect their oral health needs. So, people with higher treatment needs may need to attend more frequently than before. People with good oral health may only need to attend once every 12 to 24 months.

## **Why won't I be registered with a dentist anymore?**

Dentists no longer need to register patients. To see a dentist, you simply have to contact a practice offering NHS dental treatment, and ask them if they have an available appointment.

If you've previously registered with an NHS dentist, the changes to registration won't prevent you from receiving ongoing care and treatment. Your dentist won't stop keeping a list of regular patients.

Registration was introduced in the 1990s as a way of measuring how much dentists should be paid for providing NHS services. As the way dentists are paid and funded has now changed, the system of registration is no longer valid.

Although you won't officially be 'registered' with your regular dentist anymore, you can still make appointments for treatment with the same dentist.

To find out which dentistry practices are taking on NHS patients in your area, you can contact NHS Direct on 0845 4647.

If you don't have a regular dentist, you can always get urgent NHS dental care, or be treated out of normal surgery hours, if necessary. If you need urgent treatment, you can either contact your local Primary Care Trust (PCT), or call NHS Direct, who will be able to give you details of your nearest available practice. You can find the contact details for your local Primary Care Trust by visiting the NHS Choices website.

You can expect to receive ongoing treatment and care from your regular dentist. However, you may notice that the frequency of your appointments change.

People with healthy teeth and gums may only need to attend once every 12 to 24 months, but if you require a lot of treatment you may be asked to attend more often.

### **What is an NHS dentist?**

An NHS Dentist is a dentist who has agreed with their local Primary Care Trust (PCT) to provide NHS dental services. Dentists can choose how much or how little NHS work they do and most do a mixture of NHS and private work.

Check with your dentist to see if they are able to accept you on to their NHS list, although it may not always be necessary to register in order to receive regular treatment. Any practice which provides NHS dentistry can be contacted and asked for an appointment.

NHS dental treatment can meet all your clinical needs - that means the treatment which is necessary to secure and maintain your oral health i.e. keep your teeth and gums healthy. This includes treatments such as dentures, crowns and bridges.

### **Which dental treatments are available through the NHS?**

All clinical treatments and dentures will still be available on the NHS. This means all treatment that is necessary to protect and maintain your oral (mouth, teeth and gums) health.

If you want, or your dentist suggests, cosmetic treatments, like tooth whitening, large white fillings or white crowns on back teeth, you can decide to have this treatment done privately.

If you wish to have any cosmetic treatments, you should ask your dentist how much this will cost in addition to charges for NHS treatment.

If you are willing to cover the cost of cosmetic treatment, it will be done as private treatment.

Your dentist may provide a mixture of NHS and private care. The NHS services your dentist provides will depend on local needs and the contract they agree with your local Primary Care Trust (PCT).

This may mean that some dentists continue to provide children-only NHS services. However, a dentist may not accept children as NHS patients on the condition that their parent(s) or guardian agrees to sign up for private treatment.

You can get the following treatments from your NHS dentist:

- an examination and assessment
- x-rays
- non-surgical treatment like scaling, polishing, periodontal (gum) treatments, marginal fillings and oral hygiene instruction
- surgical treatments like wisdom and other tooth removal
- fillings
- root canal fillings
- other treatments like bridges, veneers, crowns, inlays, dentures and disease management
- referral to a dental hospital for specialist treatment

### **Free NHS Dental Treatment**

You will continue to receive free treatment from your NHS dentist if, when the treatment starts, you are:

- aged under 18,
- aged 18 and in full-time education,
- pregnant, or have had a baby in the 12 months before treatment starts,
- an NHS in-patient and the treatment is carried out by the hospital dentist, or
- an NHS Hospital Dental Service out-patient (although there may be a charge for dentures and bridges).

You are also entitled to receive free NHS dental treatment if, when the treatment starts, or when the charge is made:

- you are getting, or your partner gets Income Support, income-based Jobseeker's Allowance, or Pension Credit Guarantee Credit,
- you are entitled to, or named on, a valid NHS tax credit exemption certificate, or
- you are named on a valid HC2 certificate.
- If you are named on a valid HC3 certificate, you may be eligible for partial help with dental costs (see below for more information).

Your dentist will ask for evidence that you are entitled to free NHS dental treatment. Your Jobcentre Plus, or Pension Centre, will be able to provide you with a letter of entitlement. If you are under 18 years of age, you can use any official document showing your name and date of birth, such as a passport, or birth certificate.

If you are 18 years of age, and in full-time education, your school, college, or Local Education Authority (LEA) can provide proof that you are in full-time education. You will also need an official document showing your name and age.

### **NHS Low Income Scheme (HC2 and HC3 certificates)**

If you are on a low income, and you have savings of less than £16,000 (or £21,500 if you are permanently in a care home), you may be entitled to help with your health costs.

Your income and circumstances will be assessed and, depending on your situation, you could be given either an HC2 or an HC3 certificate.

An HC2 certificate will mean that you are exempt from all NHS charges, including prescription charges. An HC3 certificate will mean that you are entitled to some limited help with certain NHS charges. The exact amount will depend on your individual circumstance.

### **Urgent or out-of-hours dental care**

NHS dental care is always available if you are in discomfort, whether you have a regular dentist or not. Urgent and out-of-hours treatment will include treatment that is necessary to relieve pain.

Your Primary Care Trust (PCT) is responsible for urgent and out-of-hours care in your area. Unless your condition is serious, your local out-of-hours dental service may advise you to take pain relief and book an appointment for during normal clinic hours. Urgent and out-of-hours dental care will cost £15.90.

Contact your local PCT to find out about how to access urgent or out-of-hours services in your area. PCT contact details can be found in your local phone book, or by visiting the

NHS Choices website. The NHS Choices website also contains details about the dentists in your area that provide out-of-hours services.

### **Paying for NHS dental treatment?**

If you normally pay for NHS dental treatment, there will be three standard charges. The amount you pay will depend on the treatment you need to keep your teeth and gums healthy.

You will pay one charge even if you need to visit more than once to complete a course of treatment.

You will pay one of the following three band charges:

**£15.90** This charge will include an examination, diagnosis and preventive advice. If necessary, this will include X-rays, scale and polish, and planning for further treatment.

**OR**

**£43.60** This charge includes all necessary treatment covered by the £15.90 charge plus added treatment such as fillings, root canal treatment or extractions.

**OR**

**£194** This charge includes all necessary treatment covered by the £15.90 and £43.60 charges plus more complex procedures such as crowns, dentures or bridges.

If you need more treatment at the same charge level, for example, an extra filling, within two months of seeing your dentist, this will be free of charge.

There will be no charge for writing a prescription or for removing stitches. Usual charges apply when getting the prescription dispensed: which is currently £6.85.

If you are referred to another dentist to complete a course of treatment, you will still only pay one charge. For NHS dentistry this will be £15.90, £43.60 or £194. You will pay the full amount to the dentist who refers you.

If you are referred and accept a private option, you will:

- pay the appropriate NHS band charge to the dentist who referred you, and
- pay the fee for the private work to the dentist you are referred to.
- Your dentist is entitled to ask for your payment at any stage of your treatment. This may be before, during or after your treatment has taken place. Payment policies can vary between practices, so make sure you ask your dentist about when you will have to make your payment.

## **Dentures**

- Repairs to dentures will remain free of charge.
- Urgent and out-of-hours care
- The charge for this service will cost £15.90.

### **Your dentist should:**

- Carry out a thorough examination of your mouth, teeth and gums.
- Explain your treatment options and let you know what can be provided on the NHS or privately.
- Make sure you know how much your NHS and private treatment will cost.
- Provide you with a written treatment plan (including costs) if you are receiving a mix of NHS and private care.
- Display a poster about NHS charges in the waiting room.
- Discuss with you how often you need to attend (if you have good oral health it's unlikely you will need a check up every six months).
- Provide a leaflet with information about the practice and the services available.

### **Your dentist will not:**

- charge you for missed appointments - but if you continue to miss appointments they may decide not to offer you treatment, or
- provide NHS treatment for children on condition that their parents or guardians sign up for private treatment. In other words, although some dentists provide NHS treatment for children, while also taking on adults as private patients, it should not be used as a way of persuading you to sign up for private treatment.

### **As a patient, you are advised to:**

- give your dentist as much notice as possible if you have to cancel or change an appointment,
- request a written treatment plan, including costs, if you would like one,
- ask for information on your treatment options and how much it will cost,
- ask about your oral health and how often you need to go to the dentist,
- follow your dentist's advice to prevent tooth decay and gum disease, and
- pay your bill on time - which may mean paying before, during or after your treatment has taken place.

- Private dentistry
- You can receive a wide range of treatments if you choose to go private, either with your NHS dentist or another practice. Private dental treatment provides some specialist treatment and cosmetic dentistry that is not available under the NHS. For example, you can have white fillings on your back teeth - something that is not available on the NHS.

## **Your rights**

Your dentist should:

- explain to you the benefits and drawbacks of any treatment they recommend
- explain any alternatives that may be available
- have your permission before any treatment is carried out - you can refuse treatment if you do not want it (although if your dentist considers you need it they may refuse to continue treating you)
- explain your dental records to you if you have any problems in understanding them
- As an NHS patient, you are:
- free to get a second opinion - be aware, if another dentist charges you privately for this, the NHS will not cover this cost
- entitled to stop the treatment if you are not satisfied with it
- entitled to refuse payment for the treatment if it is proved to be unsatisfactory
- able to inspect your records and x-rays at anytime (within 40 days of a written request), free of charge - if you would like copies, you may have to pay for these
- entitled to emergency treatment within 24 hours

## **Orthodontists**

Orthodontists specialise in moving and straightening teeth by using orthodontic appliances, such as braces. They help improve the function and health of your teeth and gums by giving you an even bite on all your teeth.

## **Dental hygienists**

Dental hygienists work in dental practices, scaling and polishing teeth, giving periodontal (gum) treatments and oral health promotion advice.

## **Complaining about NHS dental treatment**

If you want to complain about NHS dental treatment, you should send a written letter to the person who is responsible for complaints at your dental practice.

You can get advice and support when making a complaint from:

- The complaints manager or Patient Advice and Liaison Services (PALS) at your local Primary Care Trust (PCT)
- Your local Independent Complaints Advocacy Services (ICAS).
- The Citizens Advice Bureau

**We take care to update the information we provide regularly to try to ensure it is accurate. However, CareConnect cannot accept liability for any errors or omissions, nor can we be held responsible for the services provided by any of the agencies or bodies referred to.**