

Guide to NHS dental services in England



I'd like to know more about getting NHS dental treatment.



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Guide to NHS dental services in England

Introduction

This guide provides information about how NHS dental services in England work. It tells you how to find an NHS dentist, what to expect when you go to the dentist, and where you can get more information or support.

It is a supplement to the information provided in the patient information leaflet *NHS dental services in England*, which is widely available and can be downloaded from www.dh.gov.uk/dentistry.

Current patient charges are displayed on posters in NHS dental practices and can also be found at www.dh.gov.uk/dentistry.

The NHS Constitution sets out your rights and the pledges that the NHS makes to you as a user of NHS services.

Visit www.dh.gov.uk/en/Healthcare/NHSConstitution for more information on the Constitution.

Each primary care trust (PCT) is responsible for NHS dental services in its area. The primary care trust has a commitment to provide NHS dentistry to anyone who seeks help in accessing services. As a user of NHS dental services, you can choose to use an NHS dentist in any part of England – it could be where you live, near work or somewhere you are visiting. If you choose to use a dentist outside England this guidance may not apply.



How to get NHS dental treatment



How to find an NHS dentist in England

To get NHS treatment, just contact a practice providing NHS dentistry and ask for an NHS appointment. When you have been accepted for treatment by an NHS dentist you will then be a patient of that provider –

a practice of one or more dentists working under contract with the primary care trust – for the duration of your course of treatment. You can then choose either to use the same dentist, or to use another dentist under the same provider, or even another provider on future occasions, if you prefer.

If you are having difficulty finding an NHS dentist in the area that you want, the primary care trust can help.

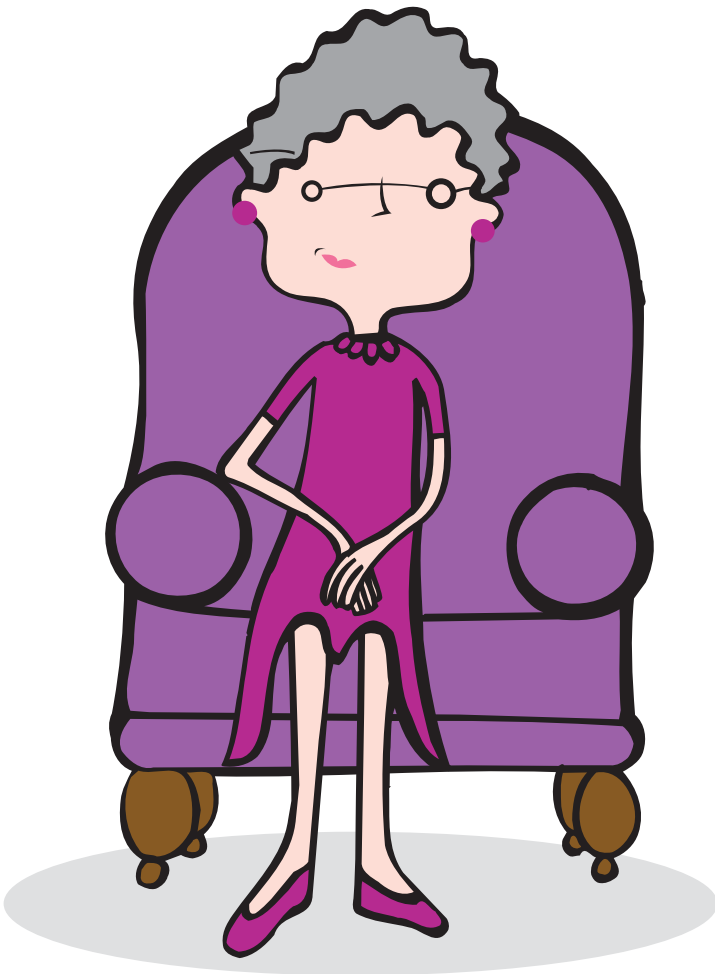
Where to find details of NHS dentists and primary care trust dental access helplines:

- look on NHS Choices at www.nhs.uk/dentists
- just text '**dentist**' to **64746** or **NHSGO** from your mobile phone from the area where you need a dentist
- or call **NHS Direct** on **0845 46 47**.

Whether you need urgent treatment or just a check-up, you can call the dental access helpline for the local primary care trust and someone will be able to advise you.

If you are moving to live in another part of the country

If you are moving to live in another part of the country and may not be able to use the same dentist as before, it is advisable to wait until you have located a dentist in the new area before starting a course of treatment. This is especially important in the case of orthodontic treatment, as it is more difficult to transfer to another dentist once your treatment has started.



If, before you move, you are unable to complete your course of NHS treatment which has already been started, you will need to speak to your dentist to let them know as soon as possible. You should ask your dentist for a treatment plan which you can take with you to your new dentist when you have moved. If you have been unable to complete your treatment before you move, your next NHS dentist should be able to provide whatever treatment is necessary, under the NHS. Each dentist will charge you for the course of treatment that they provide.

You can contact the primary care trust in your new area to find out about availability of NHS dentists in the area before your move. If you are having difficulty finding an NHS dentist in the new area, the primary care trust responsible for that area should be able to help you find one.

If you are moving and you are on a waiting list for consultant-led NHS hospital treatment, see the section 'If you are on a waiting list for consultant-led NHS dental treatment and you move home and wish to move between hospitals' in this guide.

Urgent NHS dental treatment and care out-of-hours

If you think you might need urgent treatment and you have a dentist, you should contact your dentist on the usual number.

If you do not have a dentist, you can always get urgent care or be treated out-of-hours if clinically necessary:

- if you already have details of your local urgent dental service, call them
- if not, call the primary care trust's dental access helpline
- alternatively, call **NHS Direct** on **0845 46 47**.



Urgent NHS dental treatment is provided when a patient's clinical condition needs prompt attention by a dentist.

You might need urgent treatment if you have:

- toothache or swelling which suggests infection of the tooth or gum
- severe toothache or facial pain which is not controlled by following advice and self-help, including taking over-the-counter painkillers, as directed on the pack.

Depending on how bad they are, some more serious, **emergency** dental conditions may need to be treated more quickly.

These may include:

- trauma of the face, mouth or teeth following recent accident or injury
- a permanent tooth being knocked out
- bleeding after tooth extraction that you cannot control
- serious swelling of the mouth or face which is getting worse.

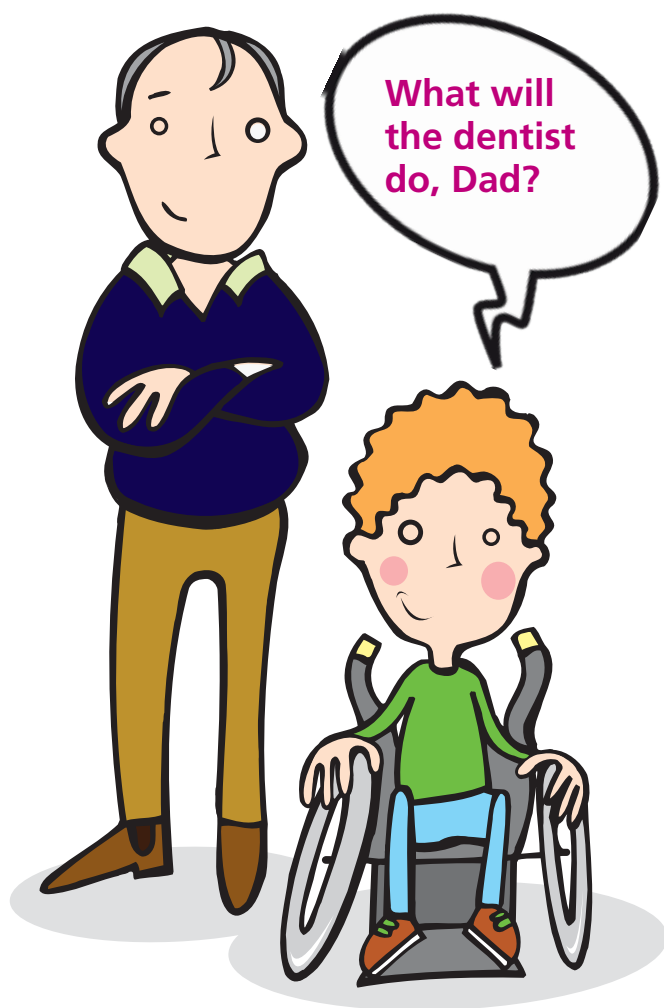
Most urgent treatments can usually be dealt with during one appointment, but there are clinical situations where it may take more than one visit to alleviate the urgent problem.

If more than one visit is required, and you return to the same dentist to complete the urgent course of treatment, then the Band 1 urgent charge is all that you should pay – if you have to pay charges. See 'NHS dental charges' for more information on dental charges and charge bands.

Once your urgent course of treatment has been completed, you may be advised to make another appointment for a separate course of non-urgent treatment, in which case the relevant Band charge will apply.

What should I expect when I go to the dentist?

An examination or assessment (check-up) is carried out as the first part of each course of NHS treatment and is included in the Band 1 charge (see 'What is included in the dental charge bands'). You should not be asked to have, or pay for, an examination or other assessment in order to be accepted for treatment by an NHS dentist.



At each check-up your NHS dentist should:

- undertake a full examination of your mouth, teeth and gums
- ask about your general health and any problems you have had with your teeth, mouth or gums since your last visit
- ask about and give you advice on your diet and tobacco and alcohol use
- ask about your teeth cleaning habits and give you advice on the most appropriate ways to keep your mouth, teeth and gums healthy (including advice on equipment such as brushes and fluoride toothpaste)
- discuss with you when your next visit should be.

Your NHS dentist should always:

- explain your treatment options and let you know what treatment can be done under the NHS and what other work (eg cosmetic treatment) can be done privately if you wish
- make sure you know how much your NHS and/or private treatment will cost

- give you a treatment plan (see 'What is a treatment plan?') for any proposed Band 2 or 3 treatment, or if you ask for one
- offer all the care and treatment needed to maintain your dental health as part of an agreed course of NHS treatment
- make available to you a leaflet with information about the practice and its services
- display the following information where you can see it:
 - a poster about NHS charges
 - the practice complaints procedure
 - a written statement about how the practice meets the requirements for:
 - > infection control
 - > health and safety
 - > x-rays
 - > continuing professional development of dentists.

If your dentist does not offer all of the above services and information, you have the right to ask for them.

Your NHS dentist should not:

- offer NHS treatment to children on condition that a parent or guardian becomes a private patient
- suggest that private treatment is better than NHS treatment
- make you pay privately for an examination or other assessment in order to be accepted for NHS treatment
- charge you for missed appointments for NHS treatment.

You also have the right to make a complaint if you are not happy with the way you are treated – see 'How do I make a comment, a suggestion or a complaint about my dental treatment?'

How often should I see the dentist for a routine check-up?

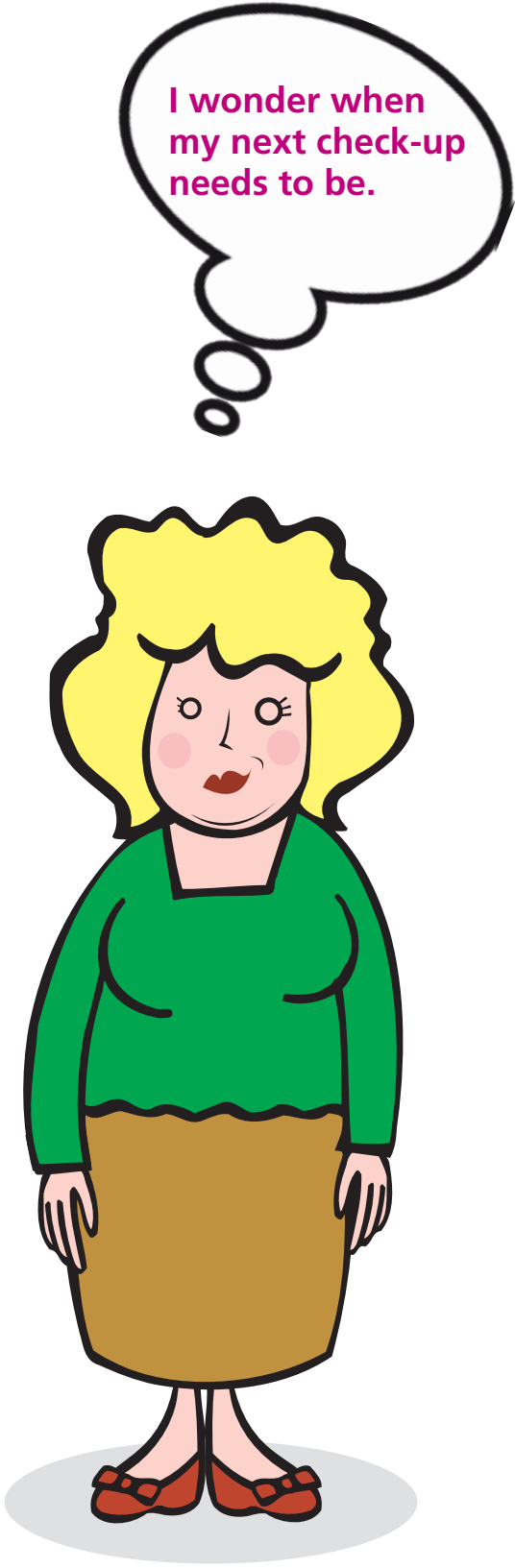
Dental health in England is much better today than it was 30 years ago. This is mostly as a result of fluoride in toothpaste, but also because people are taking better care of their teeth. However, NHS dentists still have an important role in helping you to keep your mouth, gums and teeth healthy. So visiting your dentist is important.

If you have been used to check-ups every six months, you may find that this now changes. Guidance from the National Institute for Health and Clinical Excellence (NICE) advises that the interval between check-ups could be made longer or shorter.

The interval between check-ups will depend on how healthy your mouth, teeth and gums are at different times of your life. This will change with changes in your general health or lifestyle, and your risk of future problems. The time until your next check-up could be as short as three months or as long as two years. If you are under 18 it is likely to be within a year. Your dentist should discuss with you when your next visit should be.

If you have problems with your mouth or teeth between planned check-ups, contact your dentist to ask for an earlier appointment.

Further information is available from www.nice.org.uk.



I wonder when my next check-up needs to be.

What treatments should I expect to be provided under the NHS?

You will be able to have **provided under the NHS all treatment that your dentist feels is clinically necessary** in order to keep your teeth, gums and mouth healthy.

This includes:

- dentures
- root canal treatment
- crowns and bridges
- any preventive treatment needed, such as a scale and polish, an appointment with the dental hygienist, fluoride varnish or fissure sealants
- white fillings
- orthodontics for under-18s.

If your dentist says that you 'need' a particular type of treatment, it will be available under the NHS. You should not be asked to pay privately for any treatment which is clinically necessary. For example, if the dentist says that you need a scale and polish, this should be provided as part of your NHS course of treatment and you should not be asked to pay for it privately, or as a separate course of NHS treatment.

There are some treatments (mainly cosmetic) that are not normally available, although under certain circumstances they may be clinically necessary and so will be available under the NHS.

Mixing NHS and private dental treatment

After discussing your treatment needs and all the options available to you with your dentist, you may choose to have some general dental treatment provided privately in addition to the NHS treatment. This may be carried out at the same time as your NHS course of treatment. The dentist should discuss the options with you so that you can make an informed choice.

Your dentist should explain any risks, as well as costs, of all treatment and should also give you advice on how to keep your teeth, gums and mouth healthy.

Mixing NHS and private treatment is not allowed in orthodontics.

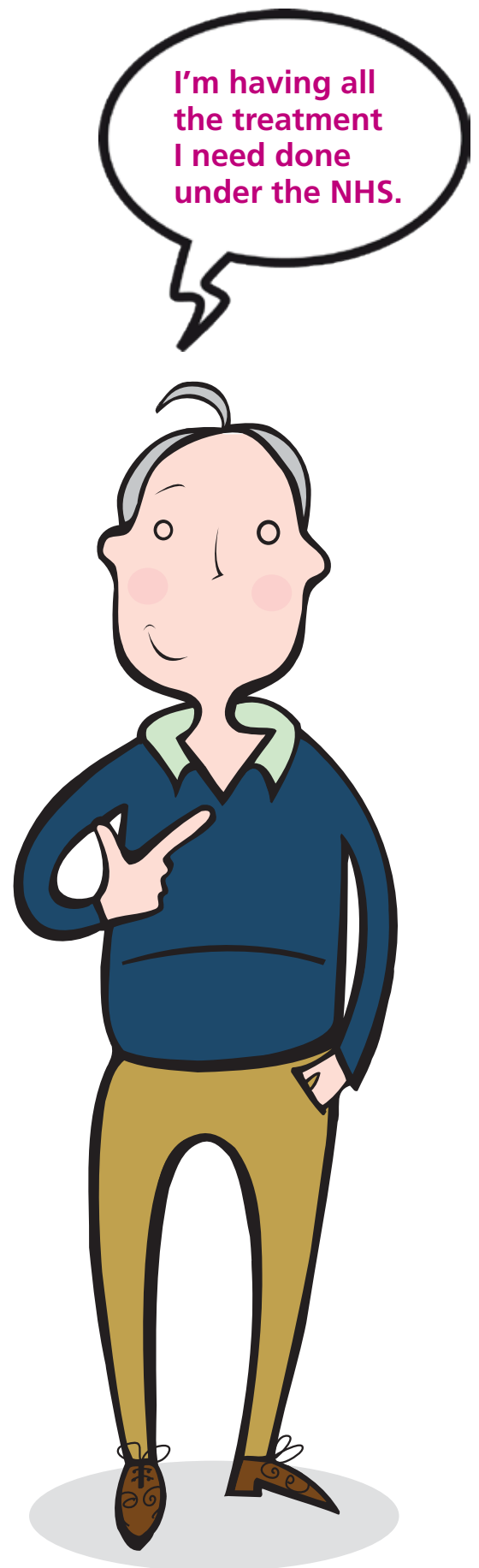
What is a treatment plan?

The dentist should give you a written treatment plan before carrying out any work in Bands 2 or 3 (see 'What will I have to pay?' or the patient information leaflet *NHS dental services in England* for an explanation of the Band charges), to confirm the details and costs of the NHS treatment and any private work that you have discussed and agreed to have done. You should be asked to read and sign the form to confirm that you understand what treatment is going to be done and that you agree to pay the associated charge, or charges if you opt for a mix of NHS and private work.

If it becomes necessary to change the treatment plan, your dentist should discuss with you the changes and any amendment to the cost.

If you are not given a treatment plan you can ask for one, for Band 1, Band 2 or Band 3 treatment.

To see what a treatment plan form looks like, use this link:
www.dh.gov.uk.



What your dentist expects from you

Your dentist expects you to:

- give as much notice as possible if you have to cancel or change your appointment. If you miss NHS appointments you will not be asked to pay, but your dentist can decide not to offer you treatment in future
- ask if there is something you don't understand
- pay your treatment bills promptly
- try to follow their advice on how to avoid tooth decay and gum disease.

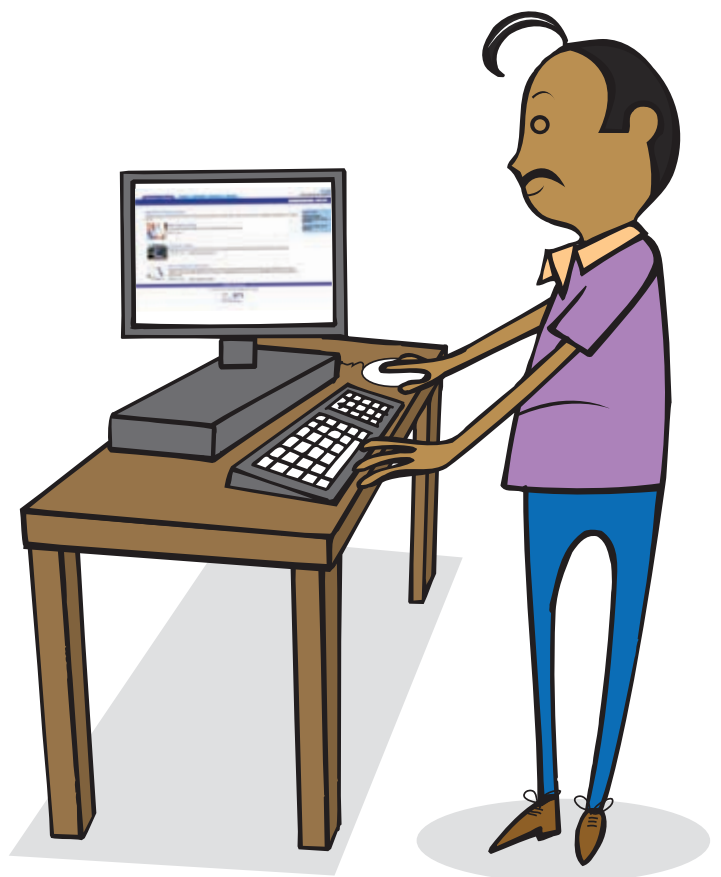
Your dentist will help you to look after your teeth, but there are some things you can do yourself:

- brush at least twice a day with a fluoride toothpaste (1,000ppm fluoride content for children under 3, and 1,350–1,500ppm fluoride from 3 years upwards)
- cut down on how often you have sugary foods and drinks
- do not smoke or use other tobacco products
- if you drink alcohol, keep to within limits advised by doctors
- wear a mouth guard when playing sport.

For further information about looking after your teeth and dental health, see the Live Well dental health section of the NHS Choices website www.nhs.uk.

This website also has a Health A–Z section where you can look up information on a range of dental health matters, conditions and their treatment.

NHS dentists have an important role in helping you to keep your mouth, gums and teeth healthy. So visiting your dentist is important.



NHS dental charges

NHS dentistry is one of very few NHS services for which a charge is made. This section explains what you will have to pay for and when you may not have to pay. The current charges are shown in the leaflet *NHS dental services in England* and on a poster displayed in each dental practice providing NHS dentistry.

What will I have to pay?

The charge you pay depends on the treatment you need to keep your mouth, gums and teeth healthy.

Depending on what you need to have done, you should only ever be asked to pay one charge for each complete course of treatment – either Band 1, Band 2 or Band 3 treatment – even if you need to visit your dentist more than once to finish it. You will not be charged for individual items within the course of treatment.

If you are referred to another dentist as part of an existing course of treatment, you should still only pay one charge (to the dentist who refers you).

However, if you are referred to another dentist for a new course of treatment, which your dentist is not equipped to provide, you will need to pay two sets of charges – if you are a charge-payer. Please check with your dentist. Reasons for this sort of referral might include having treatment under sedation, or if you need a dentist to provide NHS dental treatment at your home, or orthodontic services if you are over 18.

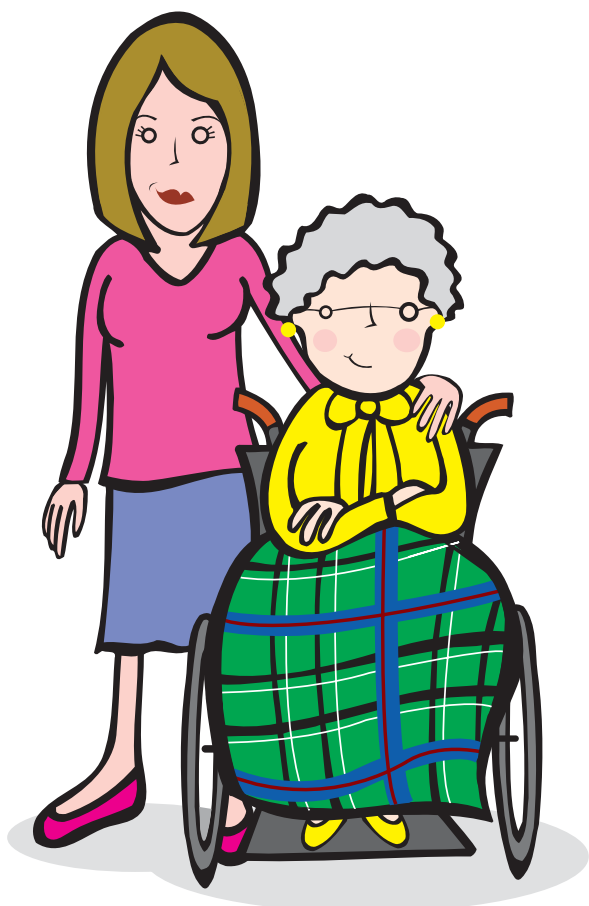
The original dentist will charge you and you will need to pay the appropriate charge for that first course of treatment. In addition, the dentist carrying out the new course of treatment will charge you for that new course of treatment.

Your dentist should always tell you how much you will need to pay before starting your treatment. If you are having Band 2 or Band 3 treatment you should be asked to read and sign the treatment plan, whether you have to pay dental charges or not, to confirm that you understand what treatment is going to be carried out. If you are a charge-payer, your signature also confirms that you agree to pay the associated charge, or charges if you opt for a mix of NHS and private work.

If it becomes necessary to change the treatment plan, your dentist should discuss with you the changes and any amendment to the cost.

You may be asked to pay all, or some of, your treatment costs before you start a course of treatment. Check this with your practice and always ask for a receipt when you make a payment for your NHS treatment.

Some people may not have to pay all of the costs and some may not have to pay anything at all. See pages 19–20 to find out if this applies to you.



What is included in the Dental Charge Bands

Band 1 course of treatment

This covers an examination, diagnosis (eg x-rays), advice on how to prevent future problems, and a scale and polish if needed. Application of fluoride varnish and fissure sealants are also included in Band 1 if needed.

Band 2 course of treatment

This covers everything listed in Band 1 above, plus any further treatment such as fillings, root canal work or if your dentist needs to take out one or more of your teeth.

Band 3 course of treatment

This covers everything listed in Bands 1 and 2 above, plus crowns, dentures or bridges.

Urgent treatment

If you require urgent care, even if your urgent treatment needs more than one appointment to complete, you will only need to pay one Band 1 charge.



What if I have completed the course of treatment and something else needs doing – will I have to pay again?

You do not have to pay again if:

- you need more treatment within the same or a lower charge band (for example an additional filling) within two months of completing a course of treatment. As long as you have discussed the problem with the dentist during that time they will try to fit you in as soon as possible, but if they have to offer you a later appointment you should not be charged again
- you need repair work or a replacement of certain types of restoration within a year of the original work being done. You should return to the same provider of NHS dentistry.

What if I think I have been charged wrongly?

If you think you have been charged wrongly, the first thing to do is to discuss the issue with the dentist or the person at the practice who is responsible for patient feedback. If you were required to pay for your NHS treatment and made the payment, but you think that you paid too much, you should discuss this with the dentist in the first instance, as they will know what work was done and whether it was NHS-only or a mix of NHS and private work. The dentist will be able to make the relevant refund if appropriate.

If you are not happy with the response, you will need to contact the primary care trust. See 'How do I make a comment, a suggestion or a complaint about my dental treatment?'

For more information about how to claim a refund if you find out after you have paid that you were eligible for help with health costs, see the section 'How to claim a refund'.



Some treatments do not incur a charge

You do not have to pay a dental charge:

- to have your dentures repaired. However, sometimes it is not possible to repair dentures and a new denture may be required, which you would need to pay for (as a Band 3 charge)
- for having stitches out
- if your dentist has to stop bleeding from your mouth
- if your dentist only needs to write out a prescription, although if you pay for prescriptions you will still need to pay the usual charge when you collect your medicine from your pharmacist.
- pregnant, or a mother who has had a baby in the previous 12 months
- staying in an NHS hospital, and your treatment is carried out by the hospital dentist
- an NHS Hospital Dental Service outpatient (however, you may have to pay for your dentures or bridges).

Free NHS dental treatment or help with health costs

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

- aged under 18
- aged under 19 and receiving full-time education

You also do not have to pay if, when the treatment starts, or when you are asked to pay:

- you are included in an award of:
 - Income Support
 - Income-related Employment and Support Allowance
 - Income-based Jobseeker's Allowance
 - Pension Credit Guarantee Credit
 - you are named on a valid NHS tax credit exemption certificate, or you are entitled to an NHS tax credit exemption certificate
- or
- you are named on a valid HC2 certificate.

You will not be exempt from paying because you receive one of the following, when paid on their own:

- Incapacity Benefit
- Contribution-based Employment and Support Allowance
- Contribution-based Jobseeker's Allowance
- Disability Living Allowance
- Council Tax Benefit
- Housing Benefit
- Pension Credit Savings Credit.

Medical conditions do not exempt patients from payment for dental treatment.

If your name is on a valid HC3 certificate, you may not have to pay for all your treatment.

You will be asked to show your dentist written evidence that you can claim free all or part of your NHS treatment. You will also be asked to sign a form FP17 to confirm that you do not have to pay.

Checks are made on free and reduced-cost treatment claims. If you say you have the right to free or reduced-cost treatment when you do not, you may incur a penalty charge.

How to claim help with the costs of NHS dental treatment

If you are eligible to receive help with health costs, you will need form HC1 to claim for full (HC2) or partial (HC3) help with NHS dental costs. These forms are available from your Jobcentre Plus office or by calling **0845 610 1112**.

For help in completing form HC1 or further advice call **0845 850 1166**.

Form HC1 can also be requested from www.nhsbsa.nhs.uk (**HC1 request**). If you complete form HC1 after your treatment, you will have to pay and then claim a refund when you submit form HC1.

To find out more about free NHS dental treatment and how to get it, see *Help with health costs* (HC11), which is available from Jobcentre Plus offices and dental surgeries, or can be downloaded from www.nhsbsa.nhs.uk (**HC11 form**).

Help with health costs also has details about the Healthcare Travel Costs Scheme. If you receive certain benefits or are on a low income and you are referred to a hospital for specialist dental treatment, you may be able to get help with the cost of travelling to and from your appointments.

How to claim a refund

If you were required to pay for your NHS treatment and made the payment, but you think that you paid too much, you should discuss this with the dentist in the first instance, as they will know what work was done and whether it was NHS only or a mix of NHS and private work. The dentist will be able to make the relevant refund if appropriate.

If you pay for your NHS treatment but later find that you were entitled to receive it free of charge, or were entitled to pay a reduced amount, you can claim a refund of the NHS charge. You need to do this within three months of the date that you paid. You will need to complete the refund claim form HC5D, which is available from Jobcentre Plus offices and dental surgeries. It can also be downloaded by clicking the link www.dh.gov.uk (HC5D download).



Referrals

Being referred to another dentist

If you are referred to another dentist as part of an existing course of treatment, you should still only pay one charge (to the dentist who refers you). However, if you are referred to another dentist for a new course of treatment, you will need to pay two sets of charges – if you are a charge-payer. Please check with your dentist. Reasons for this sort of referral might include having treatment under sedation, or if you need a dentist to provide NHS dental treatment at your home, or orthodontic services if you are over 18.

If you need more information on NHS sedation, orthodontic and home visit services in your area, ask your primary care trust.

Referral for orthodontic (teeth straightening) treatment

If you think you or your child need NHS orthodontic treatment, you should first discuss it with your regular dentist. They will then make a referral to an orthodontist – a qualified dentist who specialises in orthodontic treatment – if that is appropriate.

NHS orthodontic treatment can be given to people under the age of 18 who require it for dental health reasons. Treatment for minor irregularities is not provided by the NHS. In exceptional circumstances adults may receive NHS treatment with special permission and sometimes in the hospital service. More details about why and how this is done are available on the British Orthodontic Society website www.bos.org.uk.

There are no charges for NHS orthodontic treatment for children, except if a brace is lost or damaged beyond repair, when there is an NHS charge for the replacement.

If you or your child are told that NHS orthodontic treatment is not necessary in your, or your child's, particular case, and you are unhappy with the decision, your primary care trust will be able to advise you. Alternatively, if you feel that you still want orthodontic treatment you can ask to be referred for private treatment, in which case you will need to pay private charges.

Mixing NHS and private treatment is not allowed in orthodontics.

Whether the orthodontic treatment is NHS or private, your dentist will need to refer you to an orthodontist. This might be available at a dental practice or at a hospital dental department.

If you are unhappy with the treatment that your child has received from the orthodontist or you feel that you need to make a complaint, you should first discuss the problem with the orthodontist. For further information on how to make a complaint, see 'How do I make a comment, a suggestion or a complaint about my dental treatment?'

Referral to hospital for non-urgent NHS hospital treatment

If you are referred for non-urgent NHS dental treatment in a hospital in England that involves consultant-led dental care such as orthodontic treatment, the longest you will wait for treatment to start is 18 weeks from the date of referral – unless you choose to wait longer or it is clinically appropriate for you to do so. Although the maximum is 18 weeks, many patients receive treatment much sooner than that.

The 18 weeks commitment includes any appointments, tests, scans or other procedures that you may need before starting your treatment.

For more information visit www.18weeks.nhs.uk/endwaiting/.

For more information on your rights and the pledges that the NHS makes to you as a user of NHS services see *The NHS Constitution* at www.dh.gov.uk/en/Healthcare/NHSConstitution.

If you are on a waiting list for consultant-led NHS dental treatment and you move home and wish to move between hospitals

When you move home and wish to move between hospitals, the NHS should take previous waiting time into account and ensure, wherever possible, that you are not disadvantaged as a result. For example, this commonly applies to military personnel and their families, many of whom are required to move home frequently, sometimes at short notice.

NHS organisations should have processes in place to transfer information about your move to both your original referring dentist or GP and your new hospital – including how long you have waited already – and to treat you without unnecessary delay according to your clinical need.

If you are currently on a waiting list for NHS treatment and wish to move between hospitals, it is advisable to discuss arrangements for transferring your care with the dentist or GP who referred you. It is also advisable to contact your new dentist, GP and hospital as early as possible after you have moved to discuss and confirm the arrangements for your treatment. The hospital will need to know who your new dentist and GP are.

If you were referred for non-urgent NHS care at a hospital in England by a dentist or GP in England, you can expect to start your consultant-led treatment within a maximum of 18 weeks from referral unless you choose to wait longer or it is clinically appropriate for you to do so. This commitment includes patients who move home and between hospitals in England. Different waiting time standards apply in Wales, Scotland and Northern Ireland.

If you are moving between Scotland, Wales, Northern Ireland or England, NHS organisations should take account of past time on waiting lists when making appointments and ensure, wherever possible, that you are not disadvantaged as a result.



How do I make a comment, a suggestion or a complaint about my dental treatment?

If you want to:

- make a comment about something that you thought was good at the practice
- make a suggestion about something that could be done better
- discuss something that you are not happy about in your care or the service provided
- discuss something that you think should have happened but that did not

or

- make a complaint about the care or service provided by your dentist or the dentist's practice

the first thing to do is to speak to the person at the practice who is responsible for patient feedback.

This includes if:

- you are not offered all necessary treatment as part of your NHS treatment plan
- you are offered the necessary treatment only if you agree to pay for it privately
- you think you have been charged wrongly.

Making a complaint about NHS dental treatment

If you are unhappy about the service you have received from your NHS dentist or orthodontist, or want to make a complaint about your NHS dental or orthodontic treatment, someone at the practice will be able to tell you what you need to do next. The practice will try to help resolve the problem if you tell them about it. Every practice providing NHS dentistry has a complaints procedure which should be on display.

If you are not happy with the response from the practice or you feel unable to speak to someone at the practice about your complaint, you can ask your primary care trust Patient Advice and Liaison Services officer to help, and they will be able to advise you what you need to do next.



Full details on how to make a complaint about NHS dentistry can be found by clicking on the following link at [NHS Choices](#).

You can also contact:

- your local primary care trust Patient Advice and Liaison Services
- your local Independent Complaints Advocacy Service.

Visit www.dh.gov.uk/mec for further information and advice about the Department of Health's reforms to NHS health and social care complaints arrangements.

If you are concerned about fraud taking place in the NHS

If you are concerned about fraud taking place in the NHS, please contact the NHS Counter Fraud and Security Management Service on **freephone 0800 028 40 60**. All calls are dealt with in confidence by trained staff and you do not have to provide your personal details.

Making a complaint about private dental treatment

If you want to make a complaint about dental treatment provided privately, perhaps as part of a mixed NHS and private course of dental treatment, you can contact:

The Dental Complaints Service

The Lansdowne Building
2, Lansdowne Road
Croydon
CR9 2ER

Tel: **08456 120540**

Email: info@dentalcomplaints.org.uk

or visit www.dentalcomplaints.org.uk



Other useful sources of help and information

British Dental Association

Tel: 020 7935 0875
or visit www.bda.org

British Dental Health Foundation

Tel: 0845 063 1188
Monday to Friday, 9am–5pm
or visit www.dentalhealth.org

British Orthodontic Society

12, Bridewell Place
London EC4V 6AP
Tel: 020 7353 8680
or visit www.bos.org.uk

Care Quality Commission

Visit www.cqc.org.uk

Citizens Advice

See your local phone book for the nearest branch
or visit www.adviceguide.org.uk

Department of Health

Visit www.dh.gov.uk/dentistry

NHS Business Services Authority Dental Services

Visit www.nhsbsa.nhs.uk
or www.nhsbsa.nhs.uk/Contact.aspx

NHS Choices at www.nhs.uk contains information about where to find a local dentist and how to look after your dental health. You will also find sections on a range of related subjects.

NHS Counter Fraud and Security Management Service

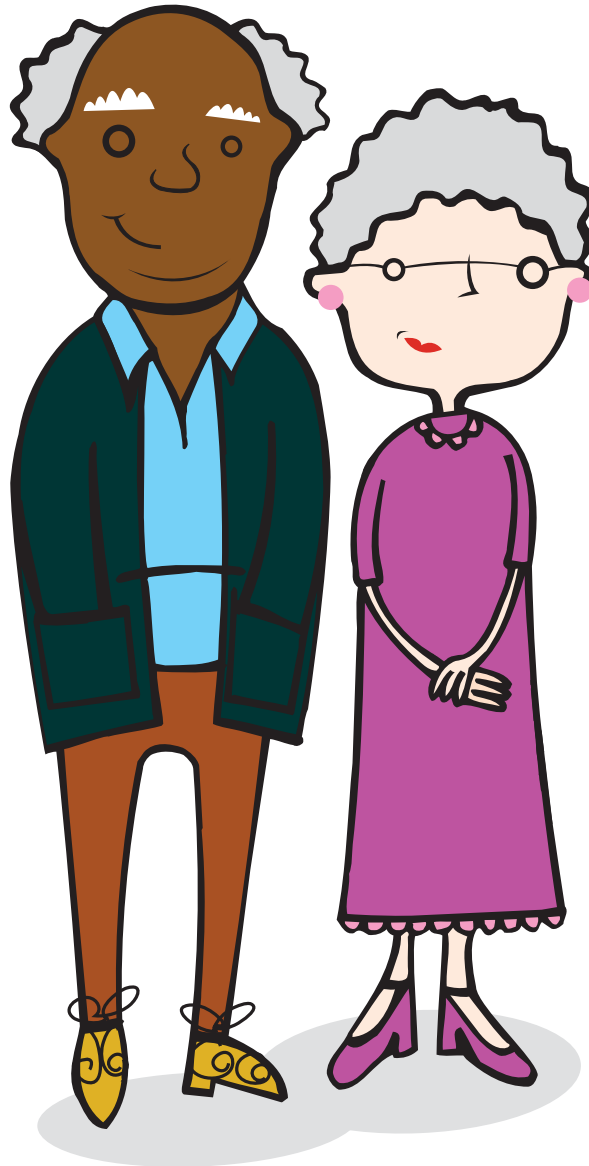
freephone 0800 028 40 60
visit www.nhsbsa.nhs.uk/counterfraud.aspx

Which?

Tel: 0845 307 4000
or visit www.which.co.uk

Getting involved

The introduction of Local Involvement Networks (LINKs) means that there are now even more ways in which you can have your say and make a real difference to your local NHS services, including dentistry. For more information, get in touch with your primary care trust or visit www.dh.gov.uk/en/Managingyourorganisation/PatientAndPublicinvolvement/index.htm



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Download is available from www.dh.gov.uk/dentistry

Guide to NHS dental services in England may also be made available on request in Braille, in audio, on disk and in large print.

www.dh.gov.uk/publications