



HEALTH SERVICES  
*Shirveishyn Slaynt*

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## Checklist for Patients

### Your dentist should:

- Undertake 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.
- Advise you as to how much your treatment costs
- 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 as, if you have good oral health, it's unlikely you will need a check up every 6 months
- Provide a leaflet with information about the practice and the services available

### You should:

- 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
- Pay your bill promptly

## Useful Contacts

### To find a dentist

Contact the Health Services Division – telephone 642612 or visit [www.gov.im](http://www.gov.im)

### Out-of-Hours care

Contact the Health Services Division for information on out-of-hours care.

### Making a complaint

You should send a written letter to the person responsible for complaints at your dentist's practice.

You can seek advice regarding making a complaint from:

#### *NHS Dental Services:*

Family Practitioner Services, Crookall House, Demesne Road, Douglas, IM1 3QA (tel: 642612) or visit [www.dh.gov.uk](http://www.dh.gov.uk)

#### *Private dental services:*

From May 2006 you can contact the General Dental Council on 0207 887 3800 or e-mail [complaints@gdc-uk.org](mailto:complaints@gdc-uk.org)

### For any further information

Family Practitioner Services – telephone: 642612

## What you need to know about changes to National Health Service (NHS) dentistry in the Isle of Man from 1<sup>st</sup> April 2006

*For the Health of the Nation – Cour Slaynt yn Ashoon*



**Issued by:**  
**Health Services Division**  
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**Isle of Man**  
Government  
*Reilthys Ellan Vannin*

DEPARTMENT OF HEALTH AND SOCIAL SECURITY

*Rheynn Slaynt as Shickyrys Y Theay*



**From 1<sup>st</sup> April 2006, NHS dentistry is changing to provide better access to high quality services and a new, simpler charging system.**

## **Simpler Charging**

There will be three standard charges for all NHS dental treatment. This will make it easier to know how much you may need to pay. The maximum charge for a complex course of treatment has been reduced from £300 to £189. Most treatment courses will cost £15.50 or £42.40

### **Better access to services:**

Access to NHS dentistry will be improved:

- The DHSS will be responsible for out-of-hours care.
- If you have good oral health, you may need to see your dentist less frequently than before.
- It is anticipated that these new arrangements will result in increased NHS provision.

### **You will still receive:**

- The same standard of care from your dentist.
- Free NHS dental treatment (for those who meet the exemption criteria).
- Free examinations.

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 of the three charges:**

#### **£15.50**

This charge will include preventative care, x-rays, scale and polish, where necessary, and also urgent and out-of-hours care.

#### **£42.40**

This charge includes all necessary treatment covered by the £15.50 charge PLUS additional treatment such as fillings, root canal treatment or extractions.



#### **£189.00**

This charge includes all necessary treatment covered by the £15.50 and £42.40 charges PLUS more complex procedures such as crowns, dentures or bridges.

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

**If you are referred to another dentist, you will still pay one charge (to the dentist who refers you).**

**If you need more treatment at the same charge level (e.g. an additional filling) within two months of seeing your dentist, this will be free of charge.**

You should ask your dentist how much your individual treatment plan will cost. The dental practice may ask you to pay before beginning your treatment.

There will be no charge for writing a prescription\* or for removing stitches, and repairs to dentures will remain free of charge.

## **Exemption**

**You will continue to receive free services from your NHS Dentist if:**

### ***When the treatment starts you are:***

- Aged under 18
- Aged under 19 and in full-time education
- Pregnant, or have had a baby in the 12 months before treatment starts
- A woman over 60 years on 1<sup>st</sup> September 2005
- A person over 65 years of age

\* Usual charges apply when getting the prescription dispensed



***When the treatment starts or when the charge is made:***

- You, or your partner, receive Income Support, income-based Jobseeker's Allowance or Disability Working Allowance
- You are a war pensioner
- You are a registered blind person

**Your dentist may ask for evidence that you are entitled to free NHS dental treatment.**

Patients not falling into any of the above categories may be eligible for free dental treatment on low income grounds. Ask for claim form F1 from either your dentist or Health Services Division (contact details overleaf).

## **Common Questions**

***What treatments will be available from NHS dentists?***

All necessary treatments and dentures will still be available on the NHS, i.e. treatment that is necessary to secure and maintain your oral health.

If you want, or your dentist suggests, treatment that is cosmetic (e.g. tooth whitening or white crowns), you can have this treatment done privately. Ask your dentist how much this will cost in addition to the charges for NHS treatment. As now, you can agree with your dentist to have some of your treatment provided privately.

***Will my dentist still provide some private care or children-only service?***

Your dentist may still 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 the DHSS. This may mean that some dentists continue to provide children-only NHS services.