

HOW CAN I FIND A DENTIST

Information and Advice: March 2020

Are you having trouble finding an NHS funded dentist? Read our tips on what to do if you're facing problems.



Where's your nearest dentist?

Use the NHS website to search for a dentist near you <https://www.nhs.uk/service-search/find-a-dentist>. The site also provides information on which dental practices are currently accepting new patients, whether they offer urgent appointments, and how other people have rated the service.

While this is a good starting point to finding a local dentist, people often tell us that these records aren't always kept updated, so you should contact the practice directly to find out more information. If the records are out of date, you should let the practice know.

You can also visit a dentist outside your local area if it's more convenient. For example, if you prefer to see a dentist near where you work.

There is also a text service, that will text details on where a dentist is taking on NHS patients https://contactcentreservices.nhs.uk/selfnhsukokb/AskUs_Dental/en-gb/9754/patient-queries/41828/how-do-i-find-an-nhs-dentist .

What to do if you have a dental emergency?

If you need immediate care for your teeth, you should:

- Ask your regular dentist whether they can offer an emergency appointment.
- Contact Sussex Dental Helpline 0300 123 1663 open Monday to Friday 08:00-16:00
- If emergency is during an evening or weekend/bank holiday there are Out of Hours Emergency Dental Service for:
 - Chichester 01243 831790
 - Crawley 01293 518541
 - Haywards Heath 01444 440695
 - Worthing 02903 230364
- When the Sussex Dental Helpline or Out of Hours Emergency Dental Service are closed, 111 are able to give advice

What happens if you can't find an NHS dentist?

Please contact us as we are raising this as a local concern and talking to NHS England (who commission dentistry services).

How much does dental treatment cost?

Most people will have to pay towards the cost of dental treatment, but [some patients are exempt](#).

A basic routine examination, which includes diagnosis, advice, a scale and polish if clinically needed and some preventative care, costs £22.70 (November 2019). However, if you require further dental treatment this will be an additional cost.

Dental practices usually offer both NHS and private dental care. You should check whether you are paying for NHS, private treatment, or both before you begin your treatment.

NHS dentists should always:

- explain which treatments are available on the NHS
- explain which treatments are only available privately
- make sure you know how much your NHS treatment and private treatment will cost.

[Find out more about what you should expect to pay for treatment.](#)

How can you check whether your dentist is qualified?

A list of all qualified dentists in the UK is available via the register of the [General Dental Council \(GDC\)](#), which is the regulatory body for the profession.

What to do if you're unhappy with your treatment?

If you've had a bad NHS experience your dentist's practice leaflet will give information on how to make a complaint or [find out how to make a complaint using our online tool](#) or contact us for Independent Health Complaints information or Advocacy on [0300 012 0122](tel:03000120122).

You can also check out advice from the [Oral Health Foundation](#).

Healthwatch is here to make care better

We are the independent champion for people who use health and social care services. We're here to find out what matters to people and help make sure their views shape the support they need. We also help people find the information they need about services in West Sussex.

We have the power to make sure that the government and those in charge of services hear people's voices. As well as seeking the public's views ourselves, we also encourage services to involve people in decisions that affect them.

You can review how we performed and how we report on what we have done by visiting our website www.healthwatchwestsussex.co.uk

Contact us

Healthwatch West Sussex CIC is a Community Interest Company limited by guarantee and registered in England & Wales (No. 08557470) at Pokesdown Centre, 896 Christchurch Road, Pokesdown. BH7 6DL.



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