



CHURCH STREET

DENTAL CENTRE

New Patient Acceptance Policy (NHS)

Effective from April 2026

Only treatment that is deemed clinically necessary to protect and maintain good oral health is available on the NHS.

If you want to have any cosmetic treatment, such as tooth whitening or aligners, this may be provided privately. You should ask your dentist how much this will cost in addition to the charges for the NHS treatment.

What your Dentist will do at an NHS appointment

1. Carry out a thorough examination of your mouth, teeth and gums.
2. Explain your treatment options and tell you what treatment can be done under the NHS, and what other work may be provided privately if you wish. Onward referral to a Specialist may be necessary.
3. Make sure you know how much your NHS treatment and private treatment will cost.
4. If requested, provide you with a written treatment plan before carrying out any dental treatment, to confirm details and costs of the NHS treatment and any private work.
5. Display a poster about NHS charges.
6. Discuss with you how often you need to attend for a dental check-up.

As a patient, you are advised to:

1. Give your dentist as much notice as possible if you have to cancel or change an appointment.
2. Follow your dentist's advice on how to avoid tooth decay and gum disease.
3. Ask for a written treatment plan for any treatment if you need one.
4. Ask questions if there is something you don't understand.
5. Pay your treatment bills at the beginning of treatment, or as agreed with your dental provider.

Who can be seen on the NHS?

If a dental practice has capacity, then anyone can be seen on the NHS, however only some people are entitled to "free" treatment.

Patients who are exempt from NHS dental charges are:

- Aged 18 and in full time education
- You are pregnant, or have had a baby within the last 12 months
- Currently in prison or in a young offender's institution

- Patients are getting, or your partner gets income support, Universal Credit, income based Jobseeker's Allowance, income-related Employment and Support Allowance, Pension Credit Guarantee Credit
- Patients are entitled to, or named on, a valid NHS tax Credit Exemption Certificate (card)
- Patients are named on a valid HC2 Certificate

Patients may also be entitled to reduced cost NHS dental services because:

- They are named on a HC3 certificate that is valid during the course of treatment which limits the amount they have to pay

Proof of these exemptions will be required.

Failed Appointments

The practice policy is that if you fail your first new patient examination you will automatically lose your place at the practice.

If you fail to attend or cancel at short notice on 2 appointments in a row, we may be unable to continue providing you with routine NHS care at the practice.

If you do not attend the practice for over a 2 year period, you will automatically lose your place at the practice.

Appointment confirmations – We may contact you before your appointment to confirm your attendance. If we are unable to contact you and your appointment remains unconfirmed, we may offer that appointment to another patient where appropriate.

Opening Hours

Church Street Dental Centre is open Monday to Friday 0900hrs – 1700hrs. Please note we are closed for lunch between 1300hrs and 1400hrs.

If you require urgent care, please call us on 01963 33930. Outside of normal working hours, or if you are not yet a practice patient, please call the NHS helpline on 111.

Policy Review

We reserve the right to amend this policy from time to time in line with NHS regulations, professional guidance and practice requirements.