

# NHS Dental Services in Staffordshire

**If you need urgent  
dental treatment, or  
help to find an NHS  
dentist, call the  
dental advice line on  
0300 123 0981**



**Easy  
Read**

# Easy Read



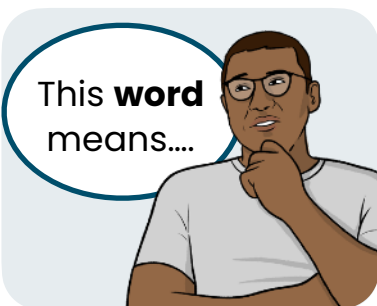
This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



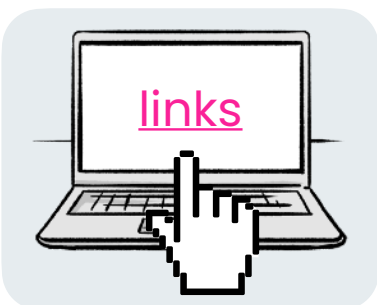
This Easy Read booklet uses easier words and pictures. Some people may still want help to read it.



Some words are in **bold** – this means the writing is thicker and darker. These are important words in the booklet.



Sometimes if a bold word is hard to understand, we will explain what it means.



Links words show links to websites and email addresses. You can click on these links on a computer.

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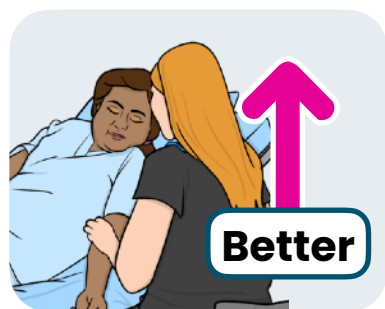


You can fill in a quick survey to say what you think about this Easy Read booklet: <https://www.easy-read-online.co.uk/easy-read-feedback-survey>

# About this booklet



This booklet is from Healthwatch Staffordshire.



Healthwatch works to make health and care services better.



More than 300 people have told us about problems with **dental** services in Staffordshire.

**Dental** means to do with your teeth.



We have talked to the government about dental services.



This booklet is about the plan to make dental services in Staffordshire better.

# The plan for Staffordshire and Stoke-on-Trent



**ICBs**, or Integrated Care Boards, are the groups of people in each local area who plan and pay for most NHS services.

The Staffordshire and Stoke-on-Trent **ICB** have written a plan to deal with the problems in dental services.



Staffordshire and Stoke-on-Trent ICB worked with dentists to make this plan.



The main problems we want the plan to fix are:

- Problems with children and young people's teeth.



- People not being able to get dental care.

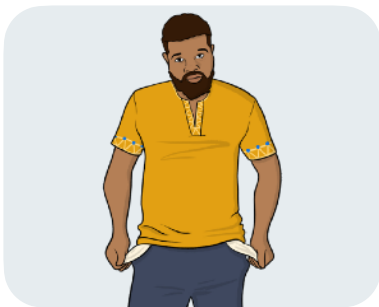
The plan will make dental care better by:



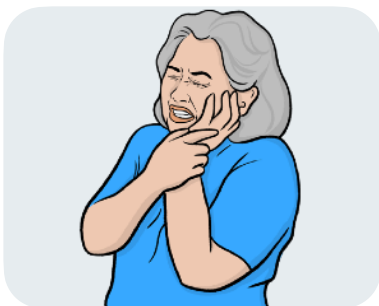
- Helping more people get dental care.



- Supporting people who work in dental services, like dentists.



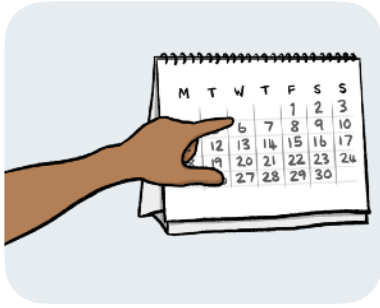
- Helping people who are more likely to have bad teeth, like people who do not have a lot of money.



We have found the parts of Staffordshire and Stoke-on-Trent, where it is most difficult to get dental care and people have the most problems with their teeth.



This means the ICB can work hard to make dental services better in those areas.



There will be more than 16,000 extra urgent dental appointments each year.



To get more dentists to work in the area, they will be paid more.

There will be more programmes to make children's teeth better, like:



- Teaching them to brush their teeth properly.

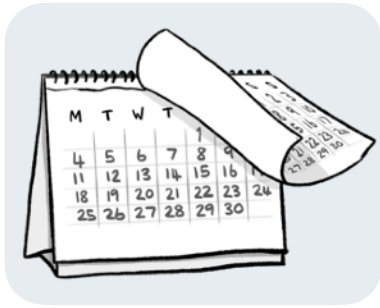


- Giving them free toothbrushes and toothpaste.

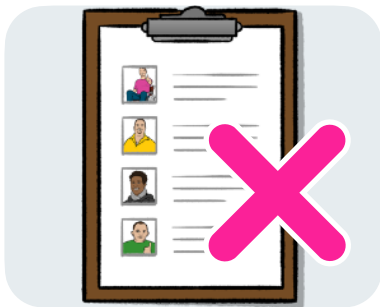


There will be training for care home staff to support older people to look after their teeth.

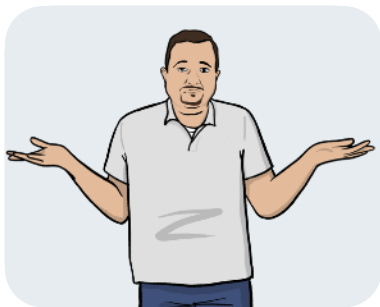
# Finding an NHS dentist



When you go to the dentist, it does not mean that you are registered forever, like it does with your doctor.



Some people found after COVID-19 that they were not registered with their dentist anymore.



And it can be difficult to find an NHS dentist.



Since April 2025, NHS dentists have been getting more money to see more people and help people who need their services the most.



You can look for an NHS dentist on the NHS website:

[www.nhs.uk/service-search/find-a-dentist](https://www.nhs.uk/service-search/find-a-dentist)

# At your dental appointment



1. You should tell the dentist if you are having any problems with your mouth or teeth.



Before you go, you could write down what you want to say.



2. Tell the dentist if you are nervous.



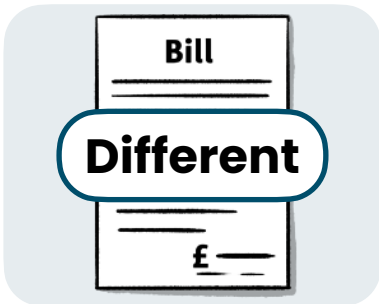
You could bring a friend or relative with you.



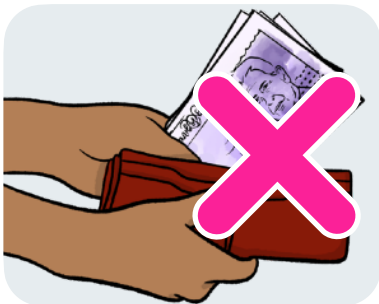
3. Check if you are being seen as an NHS patient.



Some dentists see NHS and private patients.



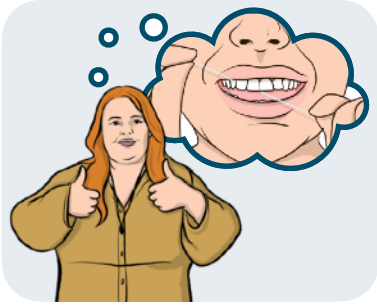
Different dentists charge different prices for private patients.



4. You might be able to get free NHS treatment.



5. If you need treatment, ask your dentist for a treatment plan and how much it will cost.



6. Between appointments, do what your dentist tells you.



7. If you are not sure about anything to do with your treatment, ask the dentist before you leave the room.



8. Ask when your next appointment will be. This is sometimes called a check-up.



9. If you get any of your treatment on the NHS, the dentist has to give you information that you understand, like in Easy Read.



You can find information about dental care for people with dementia on the Alzheimer's Society website:

[www.alzheimers.org.uk/get-support/living-with-dementia/dental-mouth-care](http://www.alzheimers.org.uk/get-support/living-with-dementia/dental-mouth-care)



10. If you are not happy, you should speak to someone at your dental practice.



If you are still not happy, ask them how to make a complaint.

# Emergency appointments

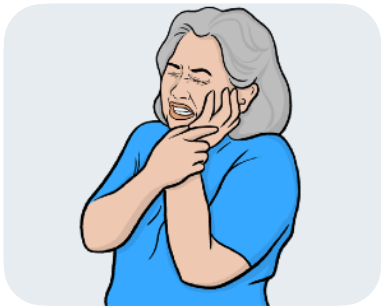


To get emergency help with your teeth in Staffordshire (including Stoke-on-Trent), you can call 0300 123 0981 or call NHS 111.



If you have to pay for dental treatment, an emergency appointment will cost £27.40.

An emergency might be when:



- You have bad pain in your mouth.



- You have hurt or broken a tooth.



- You have an infection under your tooth called an **abscess**.



An emergency might also be when your false teeth or braces need fixing.



You might need more treatment after the dentist has fixed the emergency.



You might have to pay for the extra treatment.

# How much treatment costs



Most adults have to pay for NHS dental appointments and treatment.



If you think you might get help to pay for your treatment, please talk to someone at your dental practice.



How much you have to pay depends on what treatment you need.



Dental treatments are grouped into 3 bands.



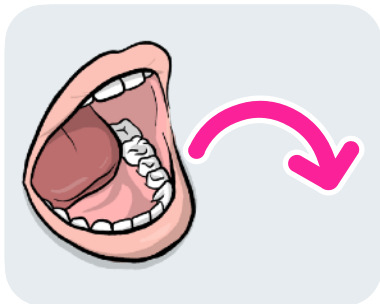
Each band has a different cost.



If you have more treatment within 2 months, you might not have to pay again, if it is in the same band.



The prices in this booklet are from September 2025.

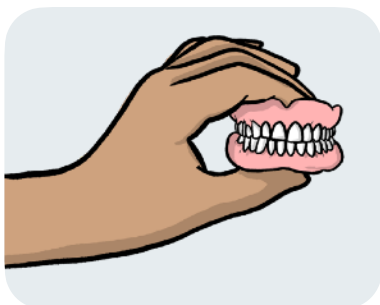


You do not have to pay for:

- Having stitches taken out.



- The dentist to stop bleeding in your mouth, like after you have had a tooth taken out.



- Your false teeth to be fixed. You do have to pay for new false teeth.

# Band 1

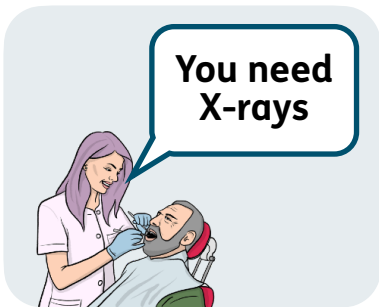


Band 1 treatment costs £27.40.

Band 1 treatment can include:



- Checking your teeth and giving advice.



- X-rays, if the dentist says you need them.

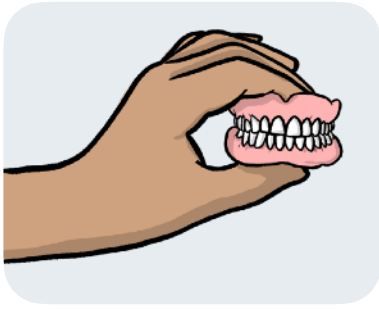


- Putting a chemical called **fluoride** on your teeth to protect them.

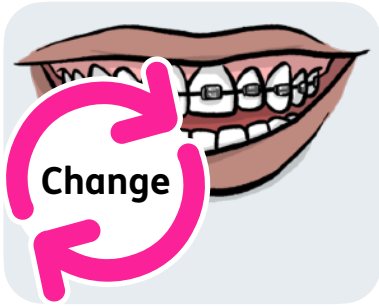


- Treatment for your gums, like a special cleaning called **scaling**.

Band 1 treatment can also include:



- Making a model of your teeth, to see how well they fit together.



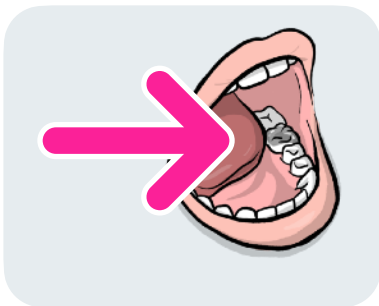
- Small changes to false teeth or braces.

## Band 2



Band 2 treatment costs £73.50, and includes everything in band 1.

Band 2 treatment can also include:

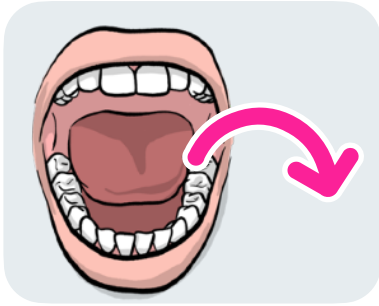


- Fillings.



- Treating an infection in the middle of your tooth, called **root canal treatment**.

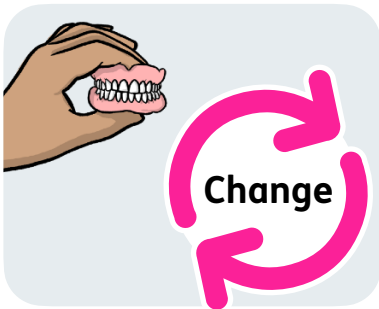
Band 2 treatment can also include:



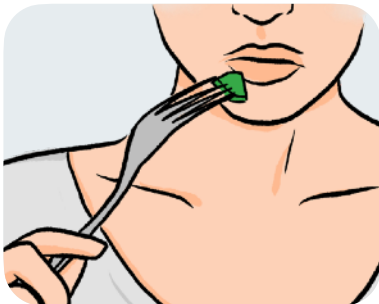
- Taking teeth out.



- Filling holes or grooves in your teeth.



- Making changes to your false teeth.



- Equipment to change how you bite.



- Big treatment for **gum disease**, which is when your gums are sore or swollen.



If you need a filling at the front of your mouth, you might be able to get a white one on the NHS.



NHS fillings in the back of your mouth are usually silver-coloured.



You can talk to your dentist if you want a white filling in the back of your mouth.



Your dentist might send you to a different service for root canal treatment.



You might need to go to a different service if you need a **wisdom tooth** taking out.

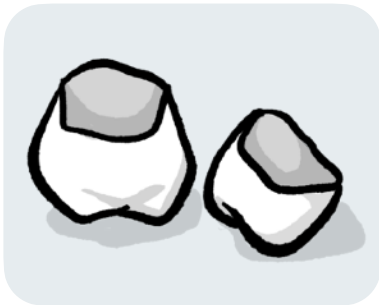
A **wisdom tooth** is a big tooth that grows right at the back of your mouth.

## Band 3

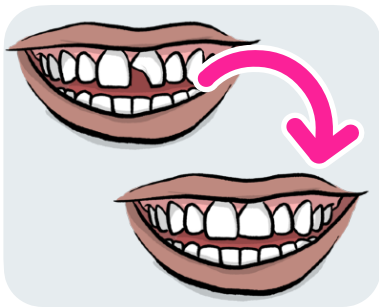


Band 3 treatment costs £326.70, and includes everything in band 1 and 2.

Band 3 treatment can also include:



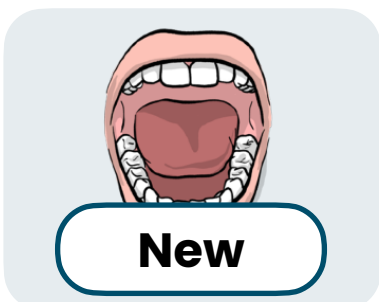
- A type of cover for your tooth, called a **crown**.



- Fixing broken teeth.



- False teeth made of plastic or metal.



- A new tooth or teeth if yours have come out.



Band 3 treatment can also include other equipment made for your teeth.



The dentist will also decide if a child needs NHS treatment like braces to straighten their teeth, called **orthodontics**.



They will also tell you where to get orthodontic treatment if you cannot get it on the NHS.

# Community Dental Services



Community dental services are provided by Midlands Partnership University NHS Foundation Trust, called MPFT for short.

They include:



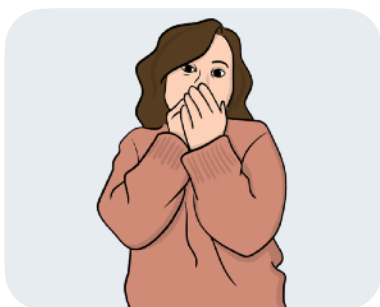
- Treatment when your dentist is shut, by calling 0300 123 0981.



- Urgent dental services.



- Dental services for children and adults with learning disabilities or mental health problems.



- Treatment for people who need medicine because they are very scared of dentists.



Community dental services also include taking teeth out for children who need to be put to sleep for treatment.

# Keeping your mouth healthy



Shropshire Community Health NHS Trust are getting extra money to spend so they can run more of these programmes to help you keep your mouth healthy.

The programmes include:



- Training for healthcare staff to talk about keeping your mouth healthy.



- Help for 3 to 5 year olds to brush their teeth properly.



- Giving children free toothpaste and toothbrushes.



- Training for staff working in care homes to help older people keep their mouths healthy.

# Issues we have heard about

Some of the issues we have heard about most often are:



1. People being taken off the dentist's list without knowing.



2. In some areas, there are no dentists taking on NHS patients.



3. People do not know how to get urgent dental treatment.



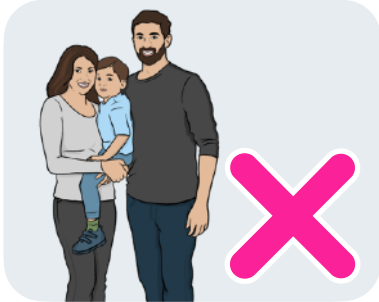
4. Some pregnant people cannot get the free dental treatment they should get.



5. Private treatment is too expensive.



6. It is not clear how much NHS dental treatment costs, or who can get it for free.



7. People cannot get a dental appointment for their young children. This would help them get used to going to the dentist.



8. To help people with disabilities get good care, staff could sometimes change how they work.



9. People living in the countryside cannot get a dental appointment.



Some people did tell us about good experiences with their dentist.

# What will happen next



We will put this report on our website so everyone can read it.



We will talk about the report on our **social media**.

**Social media** is websites like Facebook, X and Instagram.



We will share the report with other organisations we work with.



As well as this Easy Read version, we have translated this report into Urdu, Punjabi and Polish languages.

# Find out more



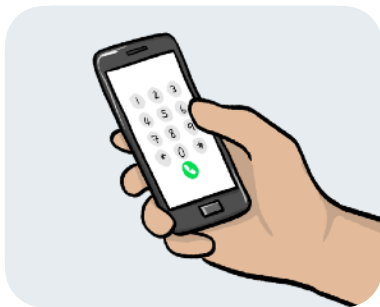
You can look at our website here:

[www.healthwatchstaffordshire.co.uk](http://www.healthwatchstaffordshire.co.uk)

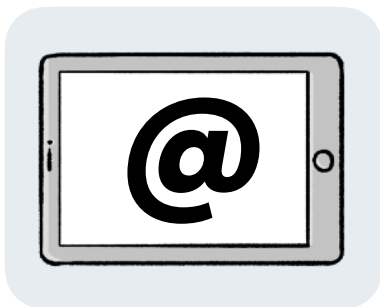
You can contact us by:



- Post:  
Healthwatch Staffordshire  
Stafford Civic Centre  
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ST16 3AQ



- Phone: 0800 051 8371



- Email:  
[enquiries@healthwatchstaffordshire.co.uk](mailto:enquiries@healthwatchstaffordshire.co.uk)

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