



## New Patient Acceptance Policy

We accept all NHS fee paying patients.

The practice does not refuse to treat anyone on the grounds of:

Race  
Religion  
Gender  
Sex  
Age  
Sexual orientation Appearance Disability

Medical or Dental Condition

### ENGLAND

We offer NHS exempt treatments for the following categories:

Patients who claim low-income benefits;  
Children under 18 years of age;  
Patients who are under 19 years of age and in full time education; Patients who are pregnant or have had a baby within the last 12 months. HC2/HC3 certificates  
Universal Credit rules (earning thresholds change monthly)

If you don't belong to the above categories, then you will be classified as a fee-paying patient.

NHS patients are required to sign a form at the beginning and end of each treatment. All patients that are exempt from paying NHS fees will be asked to show proof of benefit received.

**Note:** You will not be exempt from paying because you receive: Incapacity Benefit, contribution-based Employment and Support Allowance, contribution-based Jobseeker's Allowance, Disability Living Allowance, Council Tax Benefit, Housing Benefit or Pension Credit savings credit, when paid on their own. Medical conditions do not exempt you from payment for dental treatment.

### Continuity of Care

You will be advised which dentist you will be seeing when you book your first appointment.

In subsequent appointments, you will be offered the first available dentist unless you request for a particular dentist, we will try our best to accommodate you.

Some of our practices have only one dentist, however in any circumstance that we must place a locum dentist in that site (e.g. illness, holidays) you will be advised of this change.