

Frequently Asked Questions for Deregistered NHS Dental Patients

1. Why have I been deregistered?

Due to the impact of the COVID-19 pandemic on dental services and education there has been a significant reduction in the number of new dentists coming into the workforce. There has also been a decline in the number of EU dentists seeking to work in the NHS. None of these issues are unique to Grampian; they are being experienced across the country.

Locally, this has led some practices choosing to reduce their NHS commitment by deregistering patients due to difficulties with recruiting dentists. Other practices may choose to only provide dental treatment for their patients on a private basis and deregister patients who can't afford private dental care. As independent contractors to the NHS, they are allowed under the regulations to do this, and practices are free to take the decisions they feel are right for their business.

2. I'm currently under treatment or have an appointment. What should I do?

When a practice gives you notice of its intention to deregister you, they are required to give you 3 months' notice from the date of the letter. During that 3 month period the practice is still responsible for your dental care. You should continue to keep your appointments to receive any agreed treatment during that 3 months' notice period.

3. Can I register with another NHS Dental Practice?

It is possible for any Grampian resident to register with other NHS practices anywhere in Grampian. However, due to limited capacity, there are currently no dental practices accepting new NHS patients in Moray. If you contact DIAL (Dental Information Advice Line) on 0345 45 65 990 they will provide you with a list of practices in Aberdeen and Aberdeenshire that are accepting new NHS patients. Dental practices currently registering NHS adults and children can be found [here](#).

4. Can I get access to emergency and urgent dental care?

If you are experiencing dental pain or swelling whilst waiting to get registered or have any other dental queries please contact the Dental Information and Advice Line on 0345 4565 990 Monday to Friday 8:05am – 6:00pm for advice on accessing treatment. In some cases we can also offer single courses of treatment to resolve long standing dental problems. Unregistered children with urgent issues, or identified via the dental public health programmes (Childsmile and NDIP) are directed to the Public Dental Service and offered all necessary treatment. More information about maintaining good oral health can be found via our website [Teeth TLC - Tender Loving Care for Teeth / www.teethtlc.com](http://www.teethtlc.com).

5. What is NHS Grampian doing to improve access to NHS Dental services?

We are offering a £25,000 recruitment and retention bonus over two years to new dentists to the Dental List wanting to practise up in Moray. A similar scheme, offering a bonus of £15,000 over two years, is also available in north Aberdeenshire. In addition, the Scottish Dental Access Initiative grant now includes Moray. This offers grants of £50,000 and above for setting up new practices or extending existing practices with a seven-year commitment to providing NHS treatment.

We are also offering grants to practices to improve their ventilation systems and for purchase and repair of dental equipment.