

Smile

Checking the team at your dentist



EasyRead version of
Smile

Your dental team have check ups too.

Who we are

General
Dental
Council

protecting patients,
regulating the dental team

We are the General Dental Council.



All of the work the dental team does has to meet our rules.



This EasyRead leaflet tells you:

1. More about what we do.



2. What should happen when you go to your dentist.



3. What to do if you are unhappy about something.



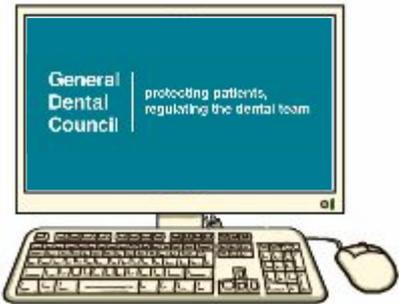
1. What we do

Our job is to keep you safe at your dentist's.

We are independent, which means no one can tell us what to do.

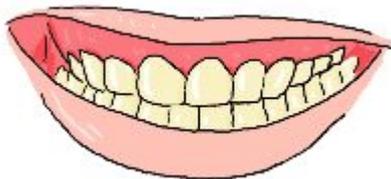


All dentists must be on our list before they can do any work.



You can check to see if a dentist or other worker is on our lists on our website:

www.gdc-uk.org



We also have lists of the others who work on your teeth, this includes:

- people who help you clean your teeth and gums
- nurses working with dentists
- people who make false teeth
- and others who help with your teeth.





To get on our lists everyone has to:

- say they will keep your details private



- make sure you agree to the work being done



- have ways for you to complain



- have insurance if things go wrong



- carry on learning how to do a better job



- tell us about any health problems



- be good managers and work well as a team.



Why is our work important to you?

When you go to your dentist you expect to get good care and treatment.



But if something goes wrong we make sure you can get help.

We can help you find someone who can support you to make a complaint or get money if something goes wrong.



If it is very serious we will stop someone from working.



For more information, see our leaflet '**How to report a dental professional to us**' which explains what you can tell us about.



The leaflet is on our website:

www.gdc-uk.org



or call **020 7167 6000**



or email **information@gdc-uk.org**



Please tell us if you think someone should not be working at a dentist's.

2. What should happen when I go to my dentist's?



Most people think they were treated well at their dentists.

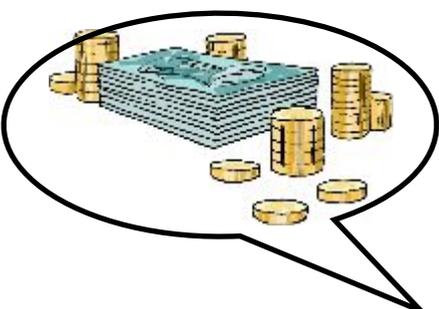


But it is difficult to know if you were treated differently to other people.



These things should happen to everyone:

- your mouth is checked
- you get a plan of the work that needs doing
- you are told how much the work will cost





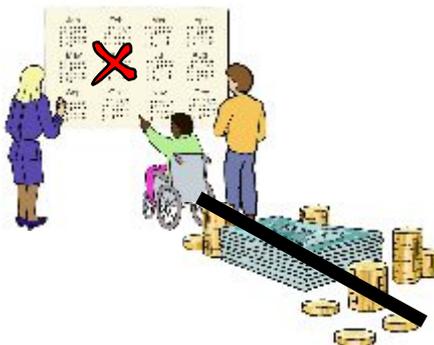
- when you first go they ask about any health problems and if you smoke



- you can ask for details like who made any things you have fitted

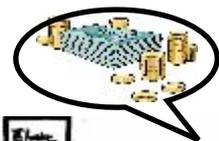


- you can check to see if an expert dentist is on our lists.



If you miss your appointment:

- NHS patients in England and Wales will not be charged
- all private patients might be charged, but they must warn you first
- NHS Patients in Scotland or Northern Ireland might be charged, but they must warn you first.





What questions to ask

Do not be afraid to ask your dentist questions.



Sometimes it is good to talk to other patients who have had the same things done, or go to another dentist to see what they think.

Some questions are:



- How much will this all cost?

- When do I have to pay?



- Who will do the work?

- Have they done this before?



- What happens if I am unhappy with the work?



- Who pays if any problems need to be sorted out?



- What kind of insurance do you have?



- Does the work have a guarantee



- Who can I speak to about any problems afterwards?



Emergency help

If you are on a dentist's books you can get emergency treatment in 24 hours.



If you do not have a dentist call your country's NHS:

For England and Wales
NHS Choices on

1111



For Scotland
NHS Choices on

1111



For Northern Ireland
Health and Social Care in Northern Ireland

1111

Costs



Dentists have to be clear about how much work might cost.

Ask your dentist how much it will cost. They can write it down for you.

The costs for NHS patients are the same at every dentist.



You can get an idea of the costs for different things by calling your NHS number on the last page.



Private dentists can charge different amounts. So it is best to ask first.

Visit the NHS websites and search for 'dental costs' for more information on charges:



NHS England: www.nhs.uk

NHS Scotland: www.show.scot.nhs.uk

NHS Wales: www.wales.nhs.uk

NHS Northern Ireland: www.hscni.net

3. What to do if you are unhappy about something



Each dentist has their own way to complain.

If you are unhappy about anything at your dentist speak to them first.



For more help try your local Citizens Advice (CAB)

Web www.citizensadvice.org.uk

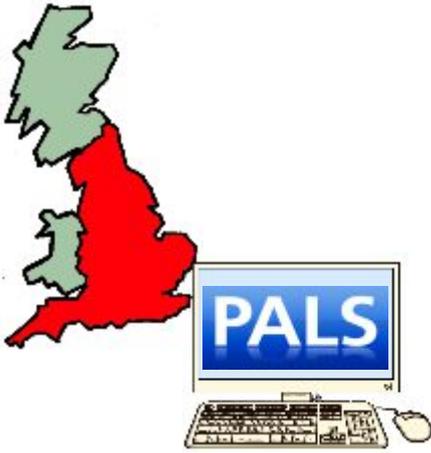


If you are a private patient you can also go to the Dental Complaints Service for help. This is a free service.

Call **020 8353 0800**



Web www.dentalcomplaints.org.uk

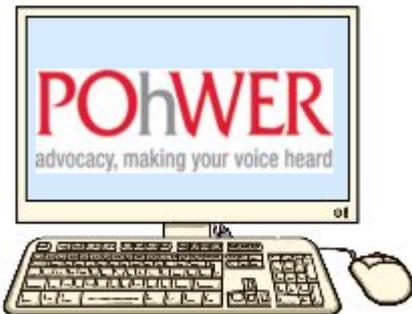


Other people who can help are:

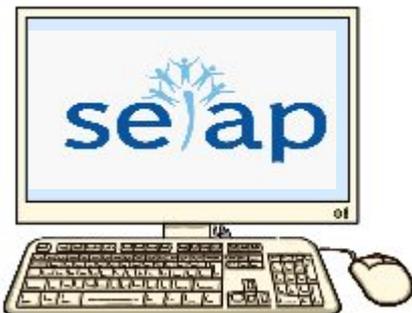
In England:

Patient Advice and Liaison Services (PALS)
Web www.nhs.uk

Independent Complaints Advocacy
Services (ICAS) for complaints about NHS
care.



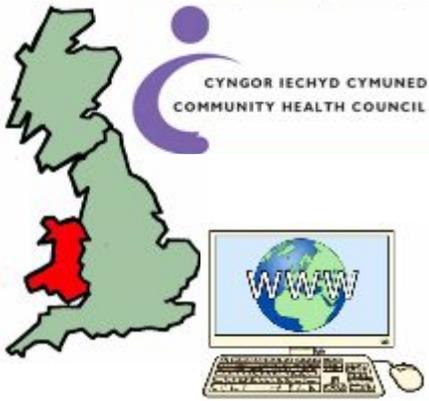
East of England, London and the West
Midlands
Web www.pohwer.net



South East and South West of England
Web www.seap.org.uk



North West, North East, East Midlands and
Yorkshire and Humberside
Web www.carersfederation.co.uk



In Wales:

Community Health Councils (CHCs)

Web www.wales.nhs.uk

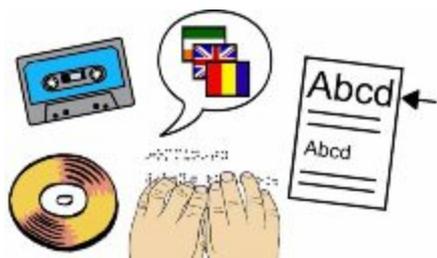


In Scotland:

Patient Advice and Support Service (PASS)

Web www.cas.org.uk/patientadvice

We want to make sure our services are accessible to everyone.



If you would like a copy of this leaflet in a different format (for example, in large print or audio) or in another language, please call us.



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London
W1G 8DQ



Phone: **020 7167 6000**



Email: **information@gdc-uk.org**



Web: **www.gdc-uk.org**



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