

Current NHS Patient Policy

PJS Care Ltd

Introduction

According to NHS England, people do not need to register with a dentist in the same way as with a GP. All they need to do is find a dental surgery that is convenient, and phone them to see if there are any appointments available.

Although they may be required to fill a registration form, the purpose of this is to be added to the surgery's database. This does not mean that the person has guaranteed access to an NHS dental appointment in the future.

Because of this, people presume that if they are on a dental surgery's patient list this means they can book an NHS dentist appointment with them when they need dental treatment.

Dental surgeries will not always have the capacity to take on NHS patients – people may have to join a waiting list, look for a different dentist who is taking on new NHS patients, or be seen privately.

Policy

PJS Care Ltd offers NHS dental care to patients who last attended for their routine dental exam in the last 2 years.

For example, if a patient rings in April 2026, they should have attended since April 2024

We have always been, and remain, a practice committed to NHS dental care. We provide care under a contract with the NHS and we do not have any power to increase this contract (and therefore NHS capacity) ourselves.

We may on occasion offer an emergency appointment on the NHS, for example a referral from the dental helpline, this does not constitute acceptance at our practice for regular and/or routine dental appointments on the NHS.

We aim to send patients regular reminders for their dental examination and utilise emails to communicate with our patients, but we cannot guarantee that every patient will receive these reminders if their email address has not been provided or out of date.

It is therefore the responsibility of each patient to ensure they attend regularly to maintain access to NHS Dental care.

It is important to follow the rules of the practice to ensure you have continued access to NHS dental care. We do not charge patients for missed or short notice cancellations, however, if you miss, cancel on short notice, or arrive late for your appointment then we may decline future appointments as detailed in our Failed To Attend Policy.

If you fail to pay for your dental treatment in full when requested or are rude, aggressive, or abusive with our team, we may decline future NHS treatment and appointments.

These rules are a summary of our main operating policy but not exhaustive and there may be additional matters that determine your access to NHS dental care at our practice.

Options outside of NHS dental care

Alongside our NHS services, we also offer a private membership payment plan. This is designed to spread the cost of your dental examinations and hygiene appointments across the year in monthly payments.

Our dental membership plan encourages regular attendance, enabling us to spot problems before they trigger symptoms and will help you maintain healthy teeth and gums for life.

We have designed this plan to support people who look after their teeth and gums by keeping the standard monthly charge low. For those needing more treatment the plan includes a discount on our treatment charges.

We also offer routine dental examinations for £90 and one-off 30-minute emergency appointments for £95, recognising that some patients may not wish to commit to long-term private care at our practice.