



10 March 2017

Gateway Reference: 06586

To: All NHS Dental Services Contract Holders

**Communicating with patients – NHS Dental Charges Poster, Leaflet, and Treatment Plans**

Dear Colleague,

I enclose your annual updated copy of the NHS dental charges poster and 'NHS dental services in England' patient information leaflet.

Ensuring patients have clarity on the treatment they will receive, and the NHS charges that will apply for such treatment, is a priority for both NHS England and the Department of Health.

As you know, you are contractually required to provide patients receiving NHS treatment with accurate and clear information on their NHS treatment and any private treatment they receive alongside a NHS course of treatment. This is to enable patients to make informed decisions about their treatment.

You are contractually required to:

- display the NHS charges poster, which is supplied free of charge to all practices holding an NHS contract, in a prominent position in your practice; and
- provide all patients offered a Band 2 or 3 a written treatment plan at the time of the initial examination. For Band 1 or a charge exempt course of treatment, you must also provide a written treatment plan if you have agreed to provide part of that course of treatment privately, or if a patient has requested written details of the proposed course of treatment.

You have also been provided, free of charge, with a leaflet setting out the NHS dental charges and details of those entitled to free NHS dental treatment. Please make these available to patients.

Visibility of the poster is important. If you have more than one waiting room please order extra copies of the poster and leaflets. Failure to prominently display the poster or to provide patients with written treatment plans for proposed Band 2 or Band 3 courses of treatment (or Band 1 courses of treatment in the applicable circumstances), are breaches of the contractual terms of your contract or agreement, which could result in further action on the part of NHS England. Please be aware that as well as NHS England, patient representative groups and the regulators may all be looking out for the poster if they visit your practice. This underlines the importance that is placed by all of these bodies on the issue of transparent information to patients.

Yours faithfully,

Louise Everett  
Deputy Director  
Department of Health

Dr David Geddes  
Director of Primary Care Commissioning  
NHS England