



I no longer have an NHS dentist after I was fined for routine dental treatment

Staff at my local NHS dental practice told me that I did not have to pay for my dental treatment, but after receiving routine treatment I received a fine of over £200. The dental practice agreed to pay the fine on my behalf, but then removed me from their patient list.

We use people's stories to highlight problems, and encourage the NHS to change and improve its services.
Tell us your story today.

healthwatch
Kirklees

healthwatch
Calderdale

When Mr Khan enrolled at his NHS dental practice as an NHS patients he asked the practice staff to check his eligibility for NHS treatment, several staff members examined his benefit entitlement documents and advised him that he was entitled to free NHS dental treatment.

A few weeks later, after receiving routine dental treatment, Mr Khan received a penalty charge notice of £200 from the NHS Business Services Authority (NHSBSA). The NHSBSA also informed Mr Khan that he was not entitled to free NHS dental treatment.

Mr Khan went back to the dental practice and showed them the penalty charge notice, the dental practice accepted that they may have given incorrect advice that led to Mr Khan being fined. The dental practice wrote to the NHSBSA explaining what had happened, this resulted in a deduction of the penalty charge but left Mr Khan with an outstanding balance of £50 for the dental treatment he had received.

The dental practice agreed to settle the £50 payment on behalf of Mr Khan on the condition that they would no longer treat Mr Khan as a patient at their dental practice. In order to avoid being removed from his local dental practice Mr Khan paid the £50 dental treatment charge owed to the NHSBA, however the dental practice still refused to accept Mr Khan as a patient at their practice.

This story is one of many that Healthwatch Kirklees has heard over the last two years. Often the people we speak to are those who have multiple health conditions in need of regular dental treatment, living on low incomes and least able to afford to pay the penalty fines.

We will be sharing the stories we have heard with NHS England and NHS Business Services Authority.



The Elsie Whiteley Innovation Centre
Hopwood lane
Halifax
HX1 5ER

Telephone: 01422 399433

www.healthwatchcalderdale.co.uk
info@healthwatchcalderdale.co.uk



Unit 11-12 Empire House
Wakefield Old Road
Dewsbury
WF12 8DJ

Telephone: 01924 450379

www.healthwatchkirklees.co.uk
info@healthwatchkirklees.co.uk

