

**Health and Social Services Councils**



**Eastern Health and Social Services Council**  
 19 Bedford Street  
 BELFAST BT2 7EJ  
 Phone: 028 9032 1230  
 Minicom: 028 9032 1285  
 Freephone: 0800 3285420



**Northern Health and Social Services Council**  
 8 Broadway Avenue  
 BALLYMENA BT43 7AA  
 Phone: 028 2565 5777  
 Minicom: 028 2565 5777

**Health and Social Services Boards**

Eastern Health and Social Services Board  
 12-22 Linenhall Street  
 BELFAST BT2 8BS  
 Phone: 028 9032 1313

Northern Health and Social Services Board  
 County Hall  
 182 Galgorm Road  
 BALLYMENA BT42 1QB  
 Phone: 028 2565 3333

**Other useful phone numbers**

Central Services Agency  
 25 Adelaide Street  
 BELFAST BT2 8FH  
 Phone: 028 9032 4431



**Southern Health and Social Services Council**  
 Quaker Buildings, High Street  
 Lurgan BT66 8BB  
 Phone: 028 3834 9900  
 Minicom: 028 3834 6488



**Western Health and Social Services Council**  
 Hilltop  
 Tyrone and Fermanagh Hospital  
 OMAGH BT79 0NS  
 Phone: 028 8225 2555



*Health and Social Services Councils for Northern Ireland*

## ***Choosing your dentist***

You can get lists of dentists from:

- Health and Social Services Councils;
- Health and Social Services Boards;
- Central Services Agency; and
- Yellow Pages.

Always check that the dentist you contact will treat you on the NHS, if not you can contact your Health and Social Services Board for suggestions.

For more information ask the dentist for a copy of their practice leaflet.

## ***Registration***

- You will need a medical card issued in Northern Ireland to register.
- To obtain a medical card you need to complete form HS22X (available from your Doctor's surgery or the Central Services Agency).
- Your registration will end after 15 months if you have not attended your dentist.
- It is important to keep your registration up to date.

## ***Treatment plan***

After your check-up ask your dentist for a treatment plan. The plan will tell you:

- what treatment you need;
- how much it will cost; and
- what treatment is not covered by the NHS.

When you sign the treatment plan you agree to the treatment and the costs. Your dentist will give you a copy of this plan.

## ***Free treatment***

You can get free treatment if you are:

- under 18;
- under 19 and still in full-time education;
- pregnant or have had a baby within the last 12 months;
- receiving certain benefits; or
- on a low income.

Leaflet HC11 which you can get from social security offices, post offices or the Central Services Agency, gives more details.

## ***Infection control***

- All instruments should be sterilised each time they are used.
- Your dentist and the assistants should normally wear gloves, masks and eye protection.
- Your dentist should offer safety goggles to protect your eyes during treatment.

## ***Emergencies***

If you are registered with a dentist, they will provide emergency cover. If there is an emergency, you should phone the surgery for advice.

## ***Home visits***

If you can't get to the dentist and you live within five miles of the surgery, your dentist may visit you at home. There is no extra charge for this.

## ***Changing dentists***

You can change your dentist at any time. Cancel any appointment you have with your existing dentist and ask for a note of any treatment you may need to finish your present course of treatment.

## ***If things go wrong***

- If you can't keep an appointment, tell your dentist as soon as possible.
- Your dentist will repair or replace, free of charge, certain items of NHS work if they go wrong within 12 months.
- If you are not satisfied with your treatment, talk to your dentist first.

You have a right to take your complaint further. For more information on how to complain, contact your Health and Social Services Council.

**You have a right to be treated politely and with respect for your privacy and dignity**