



## Dental services for homeless, migrants, and refugees

Oral health is an important part of health as it influences the general wellbeing and quality of life of people. A person does not need to wait for problems to appear before seeing a dentist. Regular dental visits can help to prevent problems.

NHS England has recruited two Walsall dental practices, to provide the full range of NHS dental treatments for people who are classed as refugees / migrants / homeless until **31 March 2024**. This includes,

- those in bridging and contingency hotels.
- refugee / migrant people who have other accommodation.
- homeless people including those who “sofa surf”.

Name of NHS dental practice	Address	Telephone	How to book an appointment
<b>Walsall Dental Practice</b>	150-152 Caldmore Road, Walsall, WS1 3RF	01922 623 144	<ul style="list-style-type: none"><li>• Please call the practice to book an appointment.</li><li>• There is no capacity for people to turn up / walk in. These appointments may take longer due to the persons oral health needs.</li></ul>
<b>Mr Z Fayeez &amp; Mrs M Hussain</b>	Short Heath Dental Practice, 2A Oaken Drive, Willenhall, WV12 5NU	01922 478 893	<ul style="list-style-type: none"><li>• If an interpreter is required, please tell the dental practice.</li><li>• If a person cannot attend the appointment they are given, they should cancel, otherwise it will almost certainly result in people being refused further treatment.</li></ul>

There are other NHS dental practices available in the West Midlands and Warwickshire who are also offering the same service ([Appendix A](#)).

## Emergency Dental Treatment

If urgent dental care is needed, contact [NHS 111](#). They will support finding an emergency dentist and availability in the borough.

You can contact them by,

- Calling 111. Help is available in other languages, please ask for an interpreter.
- Online by checking dental symptoms, visit the NHS website <https://111.nhs.uk/triage/check-your-dental-symptoms>

Do not contact a GP as they cannot provide urgent or emergency dental care.

## NHS dental charges and free dental care

Adult Social Care, Public Health and Hub,  
Walsall Metropolitan Borough Council

**It is expected, most people will be exempt from charges.**

A person can check if they are [entitled to free NHS dental care](#) and can check whether they are [exempt from NHS charges](#).

A person with low income or no recourse to public funds who is not receiving qualifying benefits can [apply for help with the costs of NHS dental care](#). Depending on their eligibility, a person can receive full help (HC2 certificate) or partial help (HC3 certificate) with costs.

## **Frequently asked questions** (information correct 27 November)

### **Does a person need to provide of their identity?**

No. Dentists are not required to ask for proof of identity, proof of address or proof of immigration status from individuals applying to become an NHS patient.

### **Does a person need to provide proof of their address?**

No. A person does not need this proof. If a person has no fixed address or moves frequently, the dental practice will use their own address on NHS forms.

### **Does a person need to provide proof of their immigration status?**

No. There is no requirement for a person to provide photo identification, visa or correspondence defining their immigration status. They do not need this proof at an NHS dental practice to access NHS dental care or treatments.

### **Does a person need to provide their own interpreter?**

No. A person can request NHS dental practices to provide translations. This supports communication, self-efficacy, access to services and patient safety.

There is also no requirement for any service user to provide their own interpreter and support workers do not need to accompany service users to dental appointments. If there are language barriers, translation or interpretation services are available from the NHS dentist.

### **Can a person walk into one of the practices?**

No. Unfortunately there is no capacity for people to turn up/ walk in; appointments need to be given; it is accepted that people in these groups may have higher oral health needs and longer appointments will probably be needed. If interpreters are required these will also need to be booked.

### **Does a person have to go to one of the dentists listed?**

No, however it is recommended as they have been identified by NHS England and will offer longer appointments. Other NHS dentists are available in Walsall and waiting times vary.

Visit the NHS website to find a dentist in a suitable location <https://www.nhs.uk/service-search/find-a-dentist>

### **What happens if a person doesn't go to their appointment?**

If multiple appointments are missed without letting the practice know, the dental practice can terminate treatment. While practices cannot charge a patient for missing appointments, the dentist may ask them to find another dental practice if they continue to miss appointments.

## **Useful Links**

Find out more on how to support access to NHS dentists for asylum seekers and refugees on the government website.

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/1010952/MoC\\_Local\\_authority\\_2\\_.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1010952/MoC_Local_authority_2_.pdf)

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