

Visiting the dentist



LEARNING OUTCOMES

- To know how to find and register with a dentist
- To know who works in the dentist's surgery
- To understand what sort of dental treatments and services the NHS offers, and how much they cost
- To know how to address fear and anxiety about going to the dentist.

RESOURCES

- Flip chart and pens
- Copies of the GP17 form (registration of new NHS dental patient)
- Copies of Resources 1 – 10
- Cards made from Resource 3a, 3b
- Cards for matching made from Resource 6c

RELATED TOPICS

- Taking care of your mouth and teeth (Theme 6 Topic 1)
- Children's teeth (Theme 6 Topic 2)
- Who works in the NHS? (Theme 9 Topic 1)
- What does the NHS do? (Theme 9 Topic 2)
- Finding a GP (Theme 10 Topic 1)
- Registering with a GP (Theme 10 Topic 3)

HEALTH SKILLS

Everyone should be able to access good-quality NHS dental services. There is no need to register with a dentist in the same way as with a GP because you are not bound to a catchment area. Simply find a dental practice that's convenient for you, whether it's near your home or work, and phone them to see if there are any appointments available. Dental practices won't always have the capacity to take on new NHS patients – you may have to join a waiting list, look for a different dentist who is taking on new NHS patients, or be seen privately.

Related health information

NHS website: <https://www.nhs.uk/Service-Search/Dentist/LocationSearch/3>

FUNCTIONAL SKILLS

In order to be able to find a local dentist, register and make an appointment, learners need to be able to:

- Find information using a range of sources e.g. people, library, internet;
- Ask questions in familiar and less familiar situations;
- Give information in response to questions and requests;
- Listen and respond to requirements;
- Find their way to a new location.

Functional Skills/Core Curriculum

Activities in this topic will contribute to learning in the following curriculum area:

- use a range of different reading strategies to find information and understand it
English L1.14 (**L**Rt/L1.5)
- understand specialist key words
English E3.8 (**L**Rw/E3.1)
- listen for and identify relevant information and new information from discussions, explanations and presentations
English L1.1 (**L**Slr/L1.1)
- complete forms with some complex features
English E2.18 (**E**Wt/E3.5a)

- Check how many of the learners are registered with a dentist.
- Discuss situations in which they may need to find a new dentist, for example because they have moved house or because they are unhappy with their current dentist.
- Encourage learners to share experiences of finding a dentist and talk about any difficulties they encountered.
- Talk about anything they would want to know first before registering with a dental practice e.g. woman dentist available, check ratings online.
- Discuss the learners' personal experiences of going to the dentist and any treatments they may have had. Did they have to pay to see their dentist?
- Ask learners if they have received treatment or advice from anyone other than the dentist at the surgery.
- Discuss learners' feelings about going to the dentist? Is anyone afraid of going, have a phobia of dentists? Where does this come from?

ACTIVITY 1

Discuss ways of finding a dentist

- Ask learners to talk about what is happening in each of the pictures on Resource 1 and discuss the kind of skills needed for each situation: for example, informal speaking skills for the conversation at work (picture 1); speaking on the telephone (picture 4); computer skills (picture 2); reading (picture 3).
- Discuss the website Faris might be looking at (e.g. the NHS website) and what information it might contain.
- Discuss which method of finding a dentist the learners would prefer.
- Ask them to match the speech-bubbles to the two larger pictures (1 and 4). Discuss the different styles of speaking in the two pictures.
- Ask them to highlight the less formal words and expressions (e.g. 'Hey, Rob'; 'Yeah. My doctor's great') and the more formal (e.g. 'Is it possible for me to ...'; 'you may be able to ... I'll need some information ...').
- Ask learners if they have ever had problems finding an NHS dentist. What would they do in this case? Resource 2 provides information about what people can do if they are having trouble finding an NHS dentist. It may be useful to print out a current list of available NHS dentists in the local area to hand out to learners during the session.
- This activity is about finding a dentist when you need one urgently, rather than as a matter of routine. Ask the learners to work in pairs. Give each pair a set of cards made up from Resource 3b. Ask them to put each card under one of the headings cut out from Resource 3a: (a) wait for a dentist appointment, (b) ring 111 for advice, (c) go to A&E.
- To reinforce the previous activity, talk through the information box on Resource 3c.

Support

- Reproduce the four speech bubbles on cards or sticky notes and get the learners to physically place them on the correct pictures.
- Make sure the cards from Resource 3 are cut up so they can be physically moved around. Make sure learners understand the three headings and what each one does. Go through the scenarios together, reading each one out loud together before the learners do the activity in pairs. This could also be done all together as a whole group.

ESOL

- Discuss examples of formal and informal words and expressions used face to face and on the telephone.
- Make sure the learners know what services 111, A&E and the dentist provide before you start the activity on Resource 3.
- Ask the learners read through the scenarios on Resource 3 and highlight any words they don't understand before they start the activity.

ACTIVITY 2

Knowing how to register with a dentist

- Explain to the learners that registering with a dentist is much easier than registering with a GP. Everyone should be able to access good-quality NHS dental services. There is no need to register with a dentist in the same way as with a GP because you are not bound to a catchment area. Simply find a dental practice that's convenient for you, and phone them to see if there are any appointments available.
- Use Resource 4 to show what a typical phone call might look like. Get the learners to work in pairs and read through the conversation with one person taking on the role of the patient and the other the receptionist.
- Ask the learners if they have any questions.
- Explain that they will have to fill in a new patient form (GP17) when they attend their first appointment. Have copies of the form available for the learners to see and practise filling one in.
- As an alternative to the GP17 form, practise filling in a more generic form, as provided on Resource 5. Ask the learners to notice (a) answers they are asked to tick, (b) boxes they must complete, (c) boxes they may leave blank depending on circumstances.
- Ask the learners what they would do if they felt they couldn't fill the form in, on their own, there and then at the dentist surgery. What strategies would they use?

Support

- Reproduce the questions and answers from Resource 4 on cards. In pairs, ask learners to read them aloud and match each question to its answer.
- Enlarge the form (GP17 or Resource 5) and put it on the flip chart or wall. Prepare answers (names, ticks etc) on cards and fit them on the appropriate spaces on the enlarged form. This could be done as a whole group and the learners could then have a go at filling in a copy of the form with their own details.

ESOL

- Focus on different tenses in the conversation e.g. 'I've moved to the area...' (past), 'I need to...' (present), 'Will I need to...' (future), 'We will ask you to...' (future).
- Give out questions on cards for learners to reply to using the correct tense e.g. 'When did you move to this area?', 'How long have you lived here?', 'When did you last see a dentist?'
- Make sure learners are familiar with abbreviation found on forms such as no. (number). Make sure they can write their date of birth as a six-digit number (e.g. 15.04.77) and differentiate from the American way (04.15.77).

ACTIVITY 3

Who works at the dentist surgery?

- Give out copies of Resource 6a and ask the learners to write the title of each person shown who may work in the dental surgery. Don't worry about spelling at this point or how many titles learners know.
- Hand out Resource 6b and ask learners to underline any job titles they cannot say or do not know. Go through them together and match with the pictures made up from Resource 6a.
- Handout cards made up from Resource 6c and ask them to match the description of each role with the job title.
- Discuss, as a whole group, any experiences the learners may have had of seeing any of the professionals covered.

Support

- Give out cards made up from 6a and 6b at the same time to get the titles matched with the pictures, rather than asking learners to name and write them beforehand.
- Start with the more familiar terms such as dentist and nurse.

ESOL

If there are two or more ESOL learners who speak the same language, allow them to discuss the job titles in their own language to ensure understanding.

ACTIVITY 4

Dental check-ups and treatments

- Ask the learners who goes regularly for a check-up at the dentist. Ask what is a check-up for? Record answers on the flip chart. Make sure the answers cover the following: a check-up allows your dentist to see if you have any dental problems and helps you keep your mouth healthy. Leaving problems untreated could make them more difficult to treat in the future, so it's best to deal with problems early, or, if possible, prevent them altogether.
- Ask the learners what happens at a check-up. List answers on the flip chart. Make sure they include: the dentist will examine your teeth, gums and mouth, ask about your general health and any problems you've had with your teeth, mouth or gums since your last visit, ask about, and give you advice on, your diet, smoking and alcohol use, and teeth-cleaning habits, discuss a date for your next visit.
- Ask those who go regularly how often they go for a check-up. People often assume they should have a dental check-up every six months, but some people may not need to go so often and others may need more frequent checks. The dentist will suggest when you should have your next check-up based on how good your mouth health is. The time between check-ups can vary from three months to two years, depending on how healthy your teeth and gums are and your risk of future problems.
- Ask the learners if they or their family have ever had a treatment at the dentist and discuss their experiences.
- List on the flip chart types of dental services treatments that the NHS provides. Make sure the list contains the following: bridges, crowns, fillings, root canal treatment, scale and polish, braces, wisdom tooth removal, false teeth (dentures), broken or knocked out teeth, having a tooth out. (Teeth whitening, veneers and implants are only usually available privately and not on the NHS).
- Give out copies of Resource 7 which shows people describing the types of treatment they have had.
- Ask the learners, in pairs or small groups, to match the people's descriptions (by their name) with the items on the flip chart list e.g. braces – Lily. Go through the answers as a whole group.

Support

- Read through the speech bubbles all together as a whole group before you start the activity.
- Make sure each small group has a more confident reader.
- Do the activity as a whole group together.

ESOL

Highlight and explain any unfamiliar words in the speech bubbles as you go along.

ACTIVITY 5

NHS dental charges

- Explain to learners that dentistry is one of the few NHS services where you have to pay a contribution towards the cost of your care. Ask if anyone knows how much you have to pay for any kind of treatment.
- Give out copies of Resource 8a and read through it. Explain how the costs work and answer any questions the learners may have.
- Ask the learners to work in small groups. Give each group a copy of Resource 8b. They work through them, one at a time, working out what each treatment would cost.
- Go through the answers as a whole group.
- Ask the learners if they know who can get free dental treatment on the NHS. List their responses on the flip chart.
- Give out copies of Resource 9a which shows exactly who is entitled to free treatment and talk through it.
- Ask the learners to complete the questions on Resource 9b to say whether the treatment is available on the NHS and whether that person would get it for free.

Support

Do the activities on Resource 8b/9b together as a whole group, asking questions about each case to help guide the learners to the answers.

ESOL

It may be necessary to revisit the vocabulary about treatment (bridges, crowns, fillings, root canal treatment, scale and polish, braces, wisdom tooth) to make sure the learners have remembered them before they do the activities on Resources 8b/9b

ACTIVITY 6

Fear of the dentist

- Explain that around one in every four people dreads going to the dentist. Give out copies of Resource 10a and read through the reasons why people fear going to the dentist. Ask the learners if they can think of any others. Encourage them to write extra ideas in the two blank thought bubbles provided.
- Ask the learners how they would persuade someone who is nervous about going to the dentist, and who hasn't been for a long time, to go. Give out copies of Resource 10b and look at what has changed in dental care over the years and might persuade someone to visit their dentist.
- Give out copies of Resource 10c. Ask the learners to fill in the gaps to discover the eight tips for helping with fears about going to the dentist. Go through the answers together as a whole group.

Support

- Read through the missing words in the box together before learners start the activity.
- Learners might prefer to do the activity in pairs.
- Do the activity verbally as a whole group. The missing words could be put onto cards which the learners hold up at the right moment.

ESOL

- Read through the missing words in the box together before learners start the activity.
- Ask the learners to highlight any unfamiliar words in the main text and explain them before they start the activity.
- Do the activity verbally, reading out the sentences and asking learners to pick the missing word from the box and read it out.

Action

- Using a variety of sources, make a list of all the dentists in your local area along with their contact details.
- Write a set of instructions for someone telling them how to find and register with a dentist in a new area.
- Make a Wordsearch puzzle containing the names of at least 10 different dental treatments in.
- Encourage learners to make a leaflet for nervous patients helping to ease their fears about going to the dentist.

Visiting the dentist

RESOURCE 1



Hey Rob, do you know a good dentist?

It is possible for me to register at your practice?

Yeah, my dentist is great. They might not be taking on new NHS patients though. Why don't you ring and check?

Yes, we're taking on new NHS patients at the moment. We have an appointment on 10th June at 2.30. Can you make that?

Problems finding a NHS dentist

What to do

Everyone should be able to get good-quality NHS dental care. If after trying a few dentists you still can't find one taking on new NHS patients, you can:



CALL NHS ENGLAND'S
CUSTOMER CONTACT
CENTRE ON
0300 311 2233

healthwatch

Your local Healthwatch also may be able to give you information about dentist services in your area. You can find your local Healthwatch at www.healthwatch.co.uk or by calling **03000 68 3000**.

Headings

Make a dentist appointment

Ring 111 for advice

Go to A&E

Scenarios

You are in severe pain	You are bleeding very heavily from the mouth
You have injuries to your face, mouth or teeth	A filling has fallen out
You have bad toothache which is stopping you sleep or work	Your gums are bleeding when you brush your teeth
You have a broken tooth	You have mild toothache
A tooth has fallen out	A crown or cap has come off
Your teeth are stained	Your false teeth have broken
Your mouth is swollen and painful	Your jaw is dislocated
You have sores or ulcers in your mouth which aren't healing	

Dental emergency and out-of-hours care

If you think you need urgent care, contact your usual dentist as some practices offer emergency slots and will provide care there and then if you need it.

You can also call NHS 111, who can put you in touch with an urgent dental service.

Do not contact your GP, as they will not be able to offer urgent or emergency dental care.

When to go to A&E

Only visit A&E if you have a really serious problem, such as:

- severe pain
- heavy bleeding
- injuries to the face, mouth or teeth

If you're not sure whether you should go to A&E, contact NHS 111, who will be able to advise you.

Visiting the dentist

RESOURCE 4

Good morning. I've just moved to the area and I need to find a new dentist. Are you taking on any new NHS patients at the moment?

It's me and my partner.

5.30 would be better for us so we can come after work. Will we need to bring any information with us?

Will I need to let my old dentist know so they can send my notes across?

OK. Thank you for your help.

We are taking on new patients. Is it just you or do you have a family?

That's fine. We don't have any appointments this month, our next appointment is the 10th June. Can you make that date? We could do 2.30 or 5.30.

No, we will just ask you both to fill out a short form when you come for your appointment, to get you registered.

We don't need to ask them for notes, but it would be a good idea to ring them to de-register yourselves, just to be polite.

You're welcome. See you at 5.30 on the 10th June.



Visiting the dentist

RESOURCE 5

Patient's details

Please complete in BLOCK CAPITALS and tick ✓ as appropriate

Mr Mrs Miss Ms Surname

Date of birth

--	--	--	--	--	--	--	--

 First names

NHS No.

--	--	--	--	--	--	--	--	--	--

 Previous surname/s

Male Female Town and country of birth

Home address

Postcode

Telephone number

Who works at the dentist surgery?



1 _____



2 _____



3 _____



4 _____



5 _____

Receptionist

Hygienist

Dentist

Orthodontist

Dental nurse

Who am I?

My main work is to prevent and treat gum disease. I will show you the best way to keep your teeth free of plaque and will give your teeth a clean (scale and polish). I also give advice about diet and about how to stop teeth from going bad. Not all dentist surgeries have one of me. If your dentist does not have one, he/she can send you somewhere to else to see me.

Who am I?

I am a special type of dentist who knows how the jaws and teeth go together. Dentists send patients to me when their teeth are not straight or when their teeth do not fit together well. Most of the time, the treatment I give is to fit braces. I also deal with other conditions such as jaw pain, speech problems, sleep apnea, gum disease and difficulty chewing.

Who am I?

I work alongside the dentist, helping to care for patients when they come in for check-ups, treatments and surgeries. One of the most important parts of my role is to put patients at ease and help them feel comfortable.

Who am I?

I work at the front desk and greet patients as they come in or come to book an appointment with one of our dentists or the dental hygienist. I also make appointments over the telephone. When the dentist is ready for the next appointment I call the patient in from the waiting area. Part of my role is to help soothe the patients' nerves before their appointment.

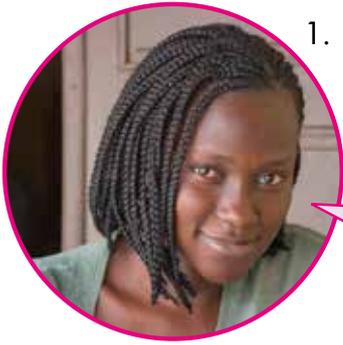
Who am I?

My job is to prevent and treat problems affecting the mouth and teeth, including disease. I also treat injuries and sort out dental problems.

Visiting the dentist

RESOURCE 7

1. Afua



I had because I had an infection at the centre of a tooth and the dentist wanted to stop the infection spreading so that I didn't end up having to have the tooth taken out. All the infection was removed from inside the tooth. The was filled in and the tooth was sealed with a filling to stop it from becoming infected again. It took three visits to my dentist.

I had a missing tooth and the filled in the gap. It was made by taking a mould of the other teeth around the gap as these teeth will support the It was made from precious metal and porcelain and was fixed in my mouth (unlike false teeth, which can be taken out).

2. Ryan



I have which are going to straighten and move my teeth to make them look and work better.

You can get fixed ones which have to stay in your mouth all the time, but I can take mine out and clean them. Mine are made of metal and clear plastic.

I had a This is when your teeth are cleaned by the hygienist. She carefully removed all the dirt that builds up on the teeth (tartar).



4. Nalini

3. Lily



5. Thoraya

I had a removed. They grow at the back of your gums and are the last teeth to come through, usually in your late teens or early twenties. Most people have four, one in each corner. They can come through at an angle and get stuck which is what happened to me.



6. Luke

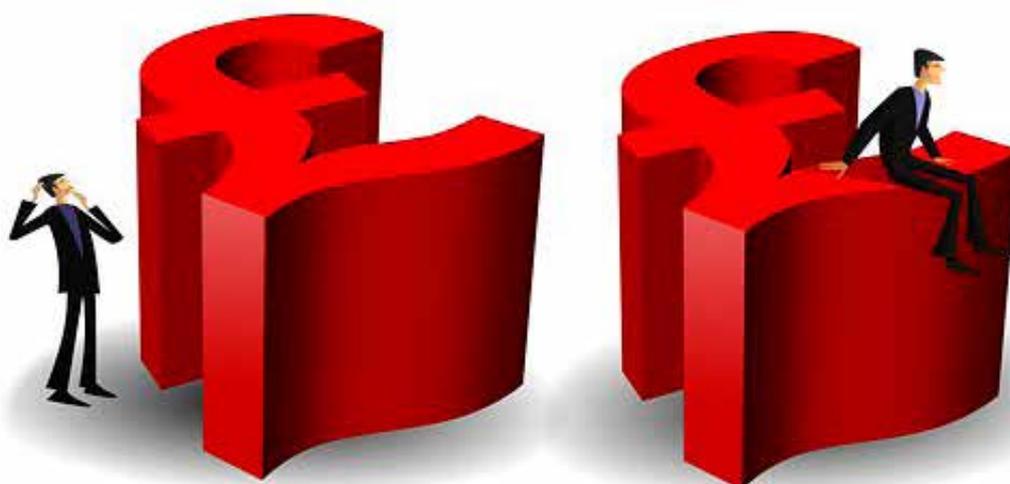
I had a These are used to repair a hole in a tooth caused by decay (tooth going bad).

I had a which is a type of cap that completely covers a real tooth. It's made from either metal, or porcelain and metal, and is fixed in your mouth. Mine was fitted to cover a tooth which was broken. My broken tooth was drilled down so it was like a small peg and the was fitted on top. It took a while for the to be made so it wasn't fitted on the same day.



7. Kush

Understanding NHS dental charges



	Cost	What you get
Emergency dental treatment	£21.60	This is if you have to make an emergency appointment in a NHS dental practice and have treatment such as pain relief or a temporary filling.
Band 1	£21.60	This covers a check-up, diagnosis (including X-rays), advice on how to prevent future problems, a scale and polish if needed, and other care you may need to prevent a problem starting or getting worse
Band 2	£59.10	This covers everything listed in Band 1 above, plus anything else such as fillings, root canal work or removal of teeth but not more complex items covered by Band 3.
Band 3	£256.50	This covers everything listed in Bands 1 and 2 above, plus crowns, dentures (false teeth), bridges and other laboratory work.

Visiting the dentist

RESOURCE 8B



1. How much did Afua have to pay for her root canal treatment?



2. How much did Ryan have to pay for his bridge?



3. How much did Nalini have to pay for her scale and polish?



4. How much did Thoraya have to pay to have her wisdom tooth removed?



5. How much did Kush pay for his crown?



6. How much would someone pay for a check-up and filling?

What treatment can I get on the NHS?

You can get treatment on the NHS to keep your teeth and gums **healthy**. You cannot normally get treatment on the NHS for **cosmetic work** (work to make you look better).

For example:

- The NHS will pay for **fillings** to keep your teeth healthy.
- The NHS will pay for **white** fillings in your front teeth but not gold fillings.
- The NHS will pay for **grey** fillings in your back teeth.
- The NHS will not pay for **white or gold** fillings in your back teeth.

Who can get free dental treatment on the NHS?

You can get free dental treatment if you are:

- Under **18**
- Under **19** and in full time education
- **Pregnant**
- **Mother** to a **baby under one year old**
- Having your treatment **in hospital**
- Having your treatment as an NHS hospital dental service **outpatient**
- On **Income Support, Income-related Employment and Support Allowance, Income-based Jobseeker's Allowance, Pension Credit Guarantee Credit, Universal Credit**

What dental treatment can I get on the NHS?

		Can they get it on the NHS?	Will it be free?
1	A man aged 45 on income support wants a white filling in his back teeth	Yes/No	Yes/No
2	A girl aged 16 has toothache	Yes/No	Yes/No
3	A 36 year-old teacher needs a check-up	Yes/No	Yes/No
4	A 25 year-old man with crooked teeth wants them to look straight	Yes/No	Yes/No
5	A 32 year-old mother with a new baby wants treatment for bleeding gums	Yes/No	Yes/No

Fear of the dentist



Visiting the dentist

RESOURCE 10B

Modern dental surgeries are much friendlier, with flowers, art on the walls, a nice waiting room and polite staff

These days, treatment can be painless

For people afraid of the dentist, they can call the Dental Helpline on 01788 539780

Modern equipment is not as noisy as it used to be!



Dentists now use a dental wand which looks like a pen and delivers the anaesthetic very slowly so it is painless

A numbing gel can also be used to numb your gums before an injection so you don't feel the needle.

8 tips to ease dental fear

Fill in the missing words from the box below to find out eight good tips to helping with fear of the dentist. (Cross out each word when you have used it)

1. Find an understanding _____. Ask friends and _____ if they know a good one or look for someone who is an expert with nervous _____.
2. Once you've found a dentist you think may be suitable, visit the _____ to have a look around and to _____ the receptionist and dentist. Tell the dentist that you're _____ so they know before you go.
3. Pick an appointment time early in the _____ so you have less time to _____ about it.
4. The first appointment will simply be a _____ so don't worry that you'll have to have treatment. See this first visit as your _____ to get to know the dentist.
5. Take a _____ with you to your appointment. The dentist won't _____ if they come with you to the check-up or treatment.
6. Agree a _____ with the dentist to show him/her that you need a _____ and want them to stop. It can be as simple as pointing your _____ and will help you feel more in _____.
7. If you think it will help, start by having a _____ and polish then work up to other treatment once you've built up _____ with your dentist.
8. Take headphones with you to listen to _____ during your visit. It will help you _____.

break chance check-up clean control dentist family
finger friend meet mind morning music nervous
patients relax sign surgery trust worry

There are no audio scripts for this topic.

ACTIVITY 1 / Resource 3

- You are in severe pain – **Go to A&E**
- You have injuries to your face, mouth or teeth – **Go to A&E**
- You have bad toothache which is stopping you sleep or work – **Ring 111 for advice**
- You have a broken tooth – **Make a dentist appointment**
- A tooth has fallen out – **Make a dentist appointment**
- You are bleeding very heavily from the mouth – **Go to A&E**
- A filling has fallen out – **Make a dentist appointment**
- Your gums are bleeding when you brush your teeth – **Make a dentist appointment**
- You have mild toothache – **Make a dentist appointment**
- A crown or cap has come off – **Make a dentist appointment**
- Your teeth are stained – **Make a dentist appointment**
- Your mouth is very swollen and painful – **Ring 111 for advice**
- You have sores or ulcers in your mouth which aren't healing – **Make a dentist appointment**
- Your false teeth have broken – **Make a dentist appointment**
- Your jaw is dislocated – **Go to A&E**

Dental emergency and out-of-hours care

If you think you need urgent care, contact your usual dentist as some practices offer emergency slots and will provide care there and then if you need it.

You can also call NHS 111, who can put you in touch with an urgent dental service.

Do not contact your GP, as they will not be able to offer urgent or emergency dental care.

When to go to A&E

Only visit A&E if you have a really serious problem, such as:

- severe pain
- heavy bleeding
- injuries to the face, mouth or teeth

If you're not sure whether you should go to A&E, contact NHS 111, who will be able to advise you.

ACTIVITY 3 / Resource 6c

- My main work is to prevent and treat gum disease. I will show you the best way to keep your teeth free of plaque and will give your teeth a clean (scale and polish). I also give advice about diet and about how to stop teeth from going bad. Not all dentist surgeries have one of me. If your dentist does not have one, he/she can send you somewhere to else to see me – **Dental hygienist**
- I am a special type of dentist who knows how the jaws and teeth go together. Dentists send patients to me when their teeth are not straight or when their teeth do not fit together well. Most of the time, the treatment I give is to fit braces. I also deal with other conditions such as jaw pain, speech problems, sleep apnea, gum disease and difficulty chewing – **Orthodontist**
- I work alongside the dentist, helping to care for patients when they come in for check-ups, treatments and surgeries. One of the most important parts of my role is to put patients at ease and help them feel comfortable – **Dental nurse**

- I work at the front desk and greet patients as they come in or come to book an appointment with one of our dentists or the dental hygienist. I also make appointments over the telephone. When the dentist is ready for the next appointment I call the patient in from the waiting area. Part of my role is to help soothe the patients' nerves before their appointment – **Dental receptionist**
- My job is to prevent and treat problems affecting the mouth and teeth, including disease. I also treat injuries and sort out dental problems – **Dentist**

ACTIVITY 4 / Resource 7

1. Afua – Root canal treatment
2. Ryan – Bridge
3. Lily – Braces
4. Nalini – Scale and polish
5. Thorya – Wisdom tooth removed
6. Luke – Filling
7. Kush – Crown

ACTIVITY 5 / Resource 8b

1. Afua – Root canal treatment – £59.10 Band 2
2. Ryan – Bridge – £256.50 Band 3
3. Nalini – Scale and polish – £21.60 Band 1
4. Thorya – Wisdom tooth removed – £59.10 Band 2
5. Kush – Crown – £256.50 Band 3
6. Check-up and filling – £59.10 Band 2

ACTIVITY 5 / Resource 9b

	NHS	Free
1	no	no
2	yes	yes
3	yes	no
4	no	no
5	yes	yes

ACTIVITY 6 / Resource 10c

1. Find an understanding **dentist**. Ask friends and **family** if they know a good one or look for someone who is an expert with nervous **patients**.
2. Once you've found a dentist you think may be suitable, visit the **surgery** to have a look around and to **meet** the receptionist and dentist. Tell the dentist that you're **nervous** so they know before you go.
3. Pick an appointment time early in the **morning** so you have less time to **worry** about it.
4. The first appointment will simply be a **check-up** so don't worry that you'll have to have treatment. See this first visit as your **chance** to get to know the dentist.
5. Take a **friend** with you to your appointment. The dentist won't **mind** if they come with you to the check-up or treatment.
6. Agree a **sign** with the dentist to show him/her that you need a **break** and want them to stop. It can be as simple as pointing your **finger** and will help you feel more in **control**.
7. If you think it will help, start by having a **clean** and polish then work up to other treatment once you've built up **trust** with your dentist.
8. Take headphones with you to listen to **music** during your visit. It will help you **relax**.