



Unit 9 Shaw Wood Business Park,
Shaw Wood Way, Doncaster, DN2 5TB

Tel: 01302 327800

Fax: 01302 327205

Email: advice@dialdoncaster.co.uk

National Health Service Charges and Exemptions

Help with Health Costs

Most Health Service treatment is free, there can be charges for some things. Depending on your circumstances you might get help with the cost of some treatment, services and items. If you are on a low income, you may be able to get help with health service and travel costs.

Menu

- Page 2-3 Help with NHS Prescription Costs
- Page 4-5 Help with NHS Dental Treatment Costs
- Page 6-8 Help with NHS Sight Test Costs
- Page 9 Help with NHS Travel Costs To and from Hospital

Prescriptions

Patients can get free NHS prescriptions if they are in one of the groups listed below when their prescription is dispensed.

- Under 16 years old
- 16-18 year olds in full-time education
- People aged 60 or over
- Have a valid exemption certificate (FP92)
- Have a valid maternity exemption certificate

Medical exemption certificates are issued on application to people who have:-

- A permanent fistula (for example caecostomy, colostomy, laryngostomy or ileostomy) requiring continuous surgical dressing or requiring an appliance
- A form of hypoadrenalism (for example Addison's disease for which specific substitution therapy is essential)
- Diabetes insipidus or other forms of hypopituitarism
- Diabetes mellitus, except where treatment is by diet alone
- Hypoparathyroidism
- Myasthenia gravis
- Myxoedema (that is, hypothyroidism requiring thyroid hormone replacement)
- Epilepsy requiring continuous anticonvulsive therapy
- A continuing physical disability which means the person cannot go out without help of another person. Temporary disabilities do not count even if they last for several months

Or are undergoing treatment for cancer:

- Including the effects of cancer, or
- The effects of current or previous treatment

How to apply for a medical exemption certificate

To apply for a medical certificate ask your doctor for an FP92A form. Your GP, hospital or service doctor will sign the form to confirm that your statement is correct. At your GP's discretion, a member of the practice who has access to your medical records can also sign the form.

If your exemption certificate is due to expire you should receive notification about 3 weeks before hand. If you have not received this then telephone 0300 330 1341.

Refunds - NHS Prescription Charges -

Ask your pharmacist, hospital or GP for an NHS receipt form FP57 when you pay—you cannot get this later. The receipt tells you what you need to do. You have to apply for a refund within 3 months of paying the charges.

Pre-Payment Certificate -

If none of these apply to you, you may still be able to get your prescription costs reduced by buying a prepayment certificate. A 3 month certificate costs £29.10 and a years certificate costs £104.00. It saves money if you need over 14 items a year or over 3 items in 3 months on prescription.

The pre-payment system is run by the Prescription Pricing Authority. To buy a prepayment you can either post your request to:-

PPC Issue Office

PO Box 854

Newcastle Upon Tyne

NE99 2DE

Or you can purchase over the phone with credit/debit cards, call—0300 330 1341

How to claim a refund -

If you have paid for a Pre-Payment Certificate (PPC) and you become exempt from paying for prescriptions, you may be able to get some or all of the money back for your PPC. You have to apply for a refund within three months of payment. See leaflet HC11 - help with health costs, for a full explanation.

Prescription ordering information -

You can now order your repeat prescriptions electronically via the NHS Doncaster website. Log onto NHS Doncaster website (www.doncaster.nhs.uk), go to GP details, select your group Practice, depending which one you usually attend, then select request repeat prescription. After reading the terms and conditions register with the filling in all details carefully and adding all your regular repeat and as required medicines.

Low Income Scheme -

The Low Income Scheme for help with National Health Charges, is operated by the NHS Business Services Authority. Requirements are made up in the same way as the Income Support (IS) applicable amount, including premiums but with some changes.

If your income is low enough you will be sent a certificate HC2 for help or HC3 for partial help with NHS charges.

Prescription charges in 2018/19 are £8.80 for each item.

If you are getting one of the following means tested benefits, then you can get full help with NHS costs

- Income Support or Income-based Jobseeker's Allowance (not contribution based)
- Pension Credit Guarantee Credit
- Income-based Employment and Support Allowance
- Universal Credit

General Information

There are three standard charges for all NHS dental treatment. The amount you pay depends on the treatment you need to keep your teeth and gums healthy. As from 1st April 2015 you will pay one of the following charges below:

Band 1: £21.60

This charge will include an examination, diagnosis and preventative care. If necessary, this will include X-rays, scale and polish, and planning for future treatment.

OR

Band 2: £59.10

This charge includes all necessary treatment covered by the £20.60 charge plus additional treatment such as filling, root canal treatment or extractions.

Or

Band 3: £256.50

This charge includes all necessary treatment covered by the £21.60 and £59.10 charges PLUS more complex procedures such as crowns, dentures or bridges.

If you are exempt from NHS dental charges, you will still receive free treatment and care.

People who are entitled to Free Treatment

The following patients are entitled to NHS dental treatment free and should tell the dentist that they are entitled to it:

- Under 18 years of age
- Under 19 years and in full time education
- A woman who is pregnant when the treatment starts
- Women who have had a child in the past year-if you start a course of dental treatment before your child's first birthday
- You stay in an NHS hospital and the hospital dentist carries out your treatment
- An NHS Hospital Dental Service outpatient (although you may have to pay for dentures or bridges)

You are receiving:

- Income Support
- Income—based Jobseeker's Allowance
- Income-Related Employment and Support Allowance
- Receive pension credit (guarantee credit)
- Universal Credit (check entitlement after 31st October 2015)

Low Income Scheme

The Low Income Scheme for help with charges for Dental Treatment is operated by the NHS Business Services Authority (NHSBSA).

The assessment is broadly the same as for Income Support (IS) but with some changes.

If you have capital that is over the capital limits which are currently £16,000 or £23,250 for People who live permanently in a care home, you cannot claim any help through this scheme.

If your income is less than or equal to your requirements, you are entitled to full help for dental treatment. The NHSBSA will send you a HC2 Certificate. If your income is higher than your requirements, you may be able to get help for dental treatment. The NHSBSA will send you a HC3 Certificate to show that you are entitled to partial help. For dental charges your maximum contribution is 3 times your excess income.

Claim on form HC1, this you can obtain from your local Jobcentre Plus office, The NHSBSA, an NHS Hospital, a Family Doctor or an Optician. After you have claimed on the form the NHSBSA will send you a decision.

If you are not pleased with the decision

There is no right of appeal against a decision made by the NHSBSA. However if you feel they have made a mistake, contact them to reconsider, or ask for a review of the decision. Go to www.nhsbsa.nhs.uk or telephone 0300 330 1341.

Your Rights

It is your rights under the 'Patients Charter' to have any complaint about the National Health Services investigated and to be given a full and prompt written reply.

NHS Doncaster CCG

Sovereign House
Heavens Walk
Doncaster
DN4 5HZ

Tel: 01302 566300

Web: www.doncasterccg.nhs.uk

Accessible Dental Practices

Under the Equality Act it is the responsibility of the service provider (dental practice) to ensure that the services they provide are accessible to all.

If you (the patient) are registered to a private or NHS dental practice as a NHS or private patient and you are unable to access the service because of a physical barrier then the dental practice is in breach of the Equality Act. If the dental practice is in the process of making their services accessible it would be a reasonable adjustment for the dentist to refer you to an accessible practice for treatment. It is not your responsibility to do it yourself. It is their responsibility.

Finding a Dentist

You can visit www.nhs.uk or telephone Healthwatch on 0808 8010391 for a current list of dental practices that are taking new NHS patients.

If you require emergency dental care you should call the NHS 111 service.

NHS Sight Tests

Information about NHS Sight Tests and Opticians offering Home Visits

Who can get free NHS sight tests?

Free NHS Sight Tests are only available to people who are:

- Under the age of 16
- Are 16 or over but under 19 and in full time education
- Are registered blind or partially sighted
- Have been diagnosed with diabetes or glaucoma
- Considered to be at risk of glaucoma (as advised by an Ophthalmologist)
- Are entitled to or named on a valid NHS Tax Credit Exemption Certificate
- Are aged 40 or over and are the parent, brother, sister, son or daughter of a person with diagnosed glaucoma
- Aged 60 or over
- In need of complex lenses

You are also entitled to a free NHS sight test if you:

- receive Income Support
- Receive Income Based Jobseekers Allowance
- Receive Income Based Employment Support Allowance
- Are named on a valid HC2 certificate
- Receive Pension Credit (guarantee credit)

People named on a valid HC3 certificate may also get help towards the cost of a private sight test.

All sight tests carried out through the Hospital Eye Service are free. Anyone else will have to pay for a private sight test. The cost of this may vary from one Optician or another, so it may pay the patient to shop around.

NHS Funded Mobile Sight Tests

If you are eligible for an NHS funded sight test you may be entitled to get an NHS funded Mobile sight test if you meet the criteria below:

- At home: if you are unable to leave home unaccompanied because of physical or mental illness or disability
- At a residential or care home: if you normally live there and you are unable to leave the home unaccompanied because of physical or mental illness or disability
- At a day centre: if you would have difficulty in obtaining sight testing service from practice premises because of physical or mental illness or disability or because of difficulties in communicating your health needs unaided

Low Income Scheme

The low income scheme for help with vouchers for glasses is administered by the NHS Business Services Authority. The assessment is broadly the same as for Income Support (IS) but with some changes.

If your capital is less than £16,000 or if you or your partner are 60 or over you may be eligible for help. The capital limit is £23,250 if you live permanently in residential care or in a nursing home. If your income is less than or equal to your requirements, you are entitled to full help with vouchers towards the cost of glasses.

The NHS Business Service Authority will send you an HC2 Certificate. If your income is higher than your requirements, you may be able to get help with the cost of glasses.

The NHS Business Services Authority will send you an HC3 Certificate to show that you are entitled to partial help. For sight tests, you will get the difference between the sight test fee and your excess income.

For glasses, the maximum voucher value is reduced by twice your excess income.

Claim on form HC1, you can obtain from a Jobcentre Plus Office, an NHS Hospital your Optician may have copies too. For advice on completing the form call 0300 330 1343.

For further information on help with health costs, call 0300 330 1341.

If you are not happy with the decision

You can ask for a review if you are unhappy with the outcome of your claim,
Write to:-

NHS Business Services Authority
Bridge House
152 Pilgrim Street
Newcastle-upon-tyne
NE1 6SN

Or visit www.nhsbsa.nhs.uk

Opticians offering home visits:

Andrew C. Smith LTD

34 Market Place
Doncaster
DN1 1NE
Tel: 01302 344569
Web: www.premier-eye-care.co.uk

Home visits can be arranged

Murgatroyd Opticians

The Old Surgery
March Street
Conisbrough
DN12 2LY
Tel: 01709 862885
Or
2 Edlington Lane
Edlington
Doncaster
DN12 1BS
Tel: 01709 863293
Web: www.murgatroydopticians.co.uk

Home visits within the area of Doncaster or Rotherham.

Vision Call

Office FF7
Gresley House
Ten Pound Walk
Doncaster
DN4 5HX
Tel: 01302 738800
Web: www.vision-call.co.uk

Vision Call provide eye examinations free of charge for those in a care home. They can also carry out home visits for those who are unable to visit an optician

Specsavers Healthcall

Tel: 0800 198 1132
Web: www.specsavers.co.uk/home-eye-tests

Free home visits are available for those unable to visit an optician because of a physical or mental disability **and** meet any of the following qualifying criteria:

- Aged 60 or over
- Diagnosed with diabetes or glaucoma
- Considered to be at risk of glaucoma, as advised by an optician
- Aged 40 or over and your mother, father, brother, sister, son, or daughter has been diagnosed with glaucoma
- Receiving benefit: Income Support, Income-related Jobseekers Allowance, Income-related Employment and Support Allowance or Pension Credit (guarantee credit)
- Entitled to, or named on a valid Tax Credit Exemption Certificate
- On a low income and named on a valid HC2 or HC3 Certificate
- Eligible for an NHS Complex Lens Voucher

For a full list of Opticians in the Doncaster area you can visit www.nhs.uk or you can look in your phone book.

NHS Travel Costs

You may be able to get help with fares or other travel expenses for yourself (and for someone who has to go with you if you are incapable of getting to hospital on your own) if you meet certain criteria:

- Income Support
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Pension Credit Guarantee Credit
- You receive Universal Credit and meet the criteria
- You are named on, or entitled to, an NHS tax credit exemption certificate (if you don't have a certificate you can show your letter of award) - you qualify if you get child tax credits, working tax credit with a disability element
- Low income and have a certificate HC2 (full help) or HC3 (limited help), to apply for this certificate, you should complete form HC1, which is available from your local Hospital or Jobcentre Plus Office, you can also telephone the NHS on 0300 123 0849
- You are a war pensioner and the treatment is for a disability that the Service Personnel and Veterans Agency accepts for treatment

Partial help

If you have a valid HC3 certificate you might get some help towards the cost of travel. The HC3 certificate will tell you how much help you are entitled to.

For full details please check the web-site:

www.nhs.uk/uc-healthcosts

Tel: 0300 330 1343