



**Integrated
Care System**
Shropshire, Telford and Wrekin



**Shropshire, Telford
and Wrekin**

Telford & Wrekin NHS Dental Update

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Ambition



Compassion



Optimism



Focus

Executive Summary

- NHS dental access in Telford & Wrekin has improved significantly since 2024 following targeted investment and workforce initiatives.
- The ICB has redirected £1.4 million into communities with the greatest need, increased dental contract funding, and introduced recruitment incentives.
- Whilst access and workforce challenges remain, child dental access is currently the highest in the West Midlands and overall patient access has recovered to 95% of pre-pandemic levels.



NHS Primary Care Dentistry

- Delivery via high street dental practices providing NHS dental care
 - 22 Practices across Telford & Wrekin
 - 39 Practices across Shropshire, Telford & Wrekin ICB
- Objective to provide prevention, diagnosis and treatment.
- Patients are not formally registered with an NHS dentist in the way that they are with GP practices.
- Patients can attend any practice that has capacity to offer NHS appointments.



Who Does What

- Integrated Care Boards (ICBs) – commission primary care dental services locally
- NHS England – sets national policy & contractual framework and has oversight
- Care Quality Commission (CQC) – regulates quality and safety
- General Dental Council (GDC) – regulates dental professionals
- Dental Practices – independent contractors delivering NHS dental care



How Services are Commissioned

- ICB assesses population need and oral health inequalities.
- Dental contracts are held with NHS dental providers.
- Activity, access and quality are monitored by ICBs.
- Procurement or contract variations used where additional capacity is required.
- Focus on access, prevention and reducing inequalities.



How the Dental Contract Works

- All NHS dental services operate under the 2006 national contract model.
- Dental activity commissioned and monitored through Units of Dental Activity (UDAs).
- Each dental provider has a recurrent annual UDA target and associated contract value.
- Annual delivery below 96% of annual target results in financial recovery (clawback).
- Dental contract reform remains a national policy.



NHS Dental Activity Definitions

- **Unit of Dental Activity (UDA)**

A UDA is a unit of dental activity, which a dental provider can be awarded after submitting a valid FP17 claim form. A general dental course of treatment can receive different numbers of UDAs based on treatment band. Band 1 = 1 UDA, band 2 = 3 UDAs and band 3 = 12 UDAs.

- **Patient Category**

Child: under 18 years. Exempt Adult: entitled to free NHS dental treatment. Non-Exempt Adult: required to pay NHS dental charges.

- **NHS Dental Treatment Charges (England, from 1 April 2026)**

Treatment Type	Patient Charge	Examples of Treatment Included
Band 1	£27.90	Examination, assessment and advice; X-rays (if clinically needed); fluoride application; scaling (a thorough clean of teeth and gums) if clinically needed; moulds of teeth; and minor adjustments to dentures or orthodontic appliances.
Band 2	£76.60	All Band 1 treatments, plus fillings, root canal treatment, tooth extractions and other oral surgery procedures, extensive gum disease treatment, and additions or major adjustments to dentures.
Band 3	£332.10	All Band 1 and Band 2 treatments, plus more complex procedures such as crowns, dentures, bridges and other laboratory-based dental work.
Urgent / Unscheduled Care	£27.90	Emergency dental care needed to address urgent problems, such as pain, swelling, bleeding or trauma.
Regulation 11 Replacement Appliance	£99.60	Replacement of a lost or damaged NHS denture, bridge or orthodontic appliance.

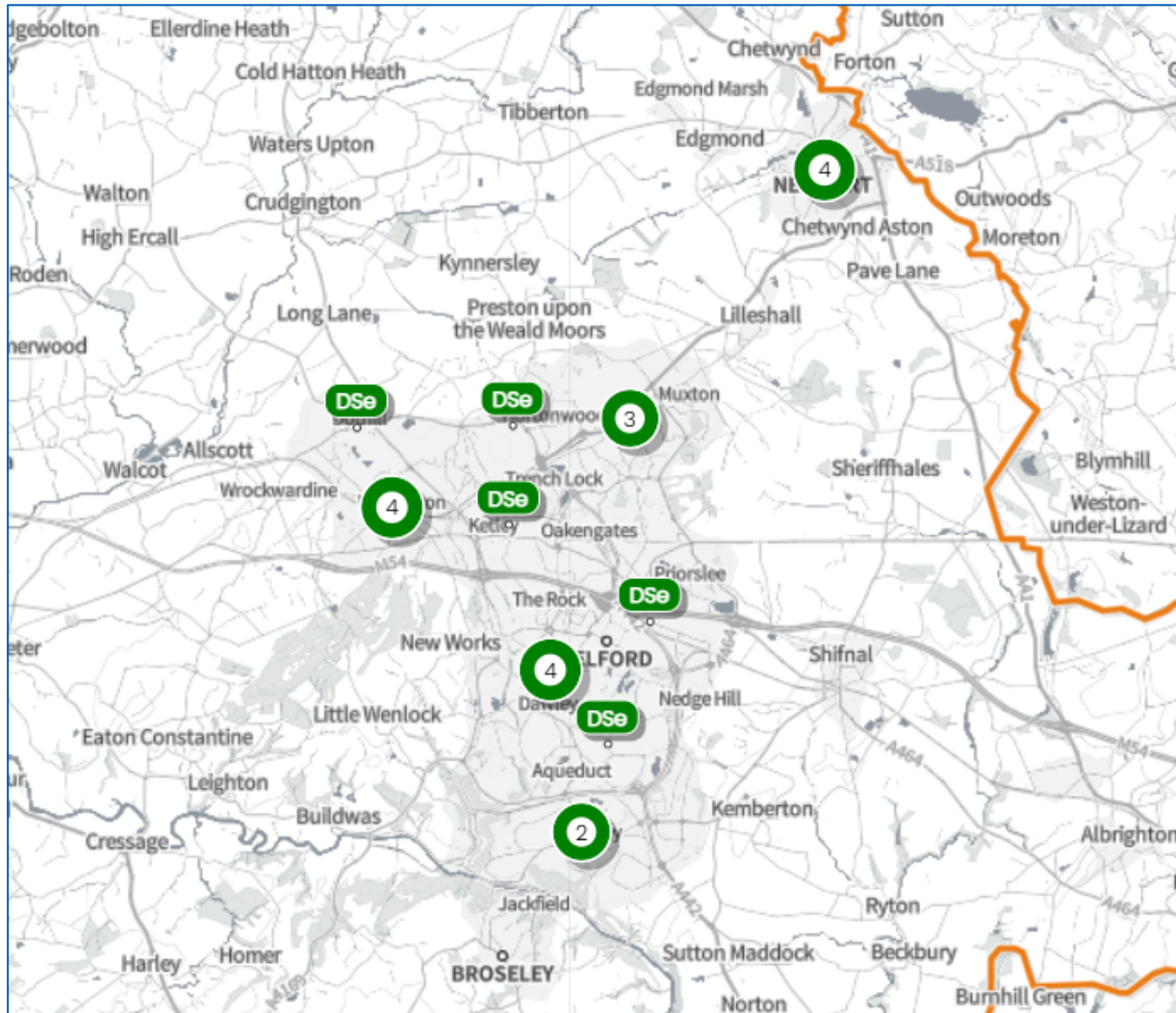


Current Challenges

- Access and waiting times in some areas
- Workforce recruitment and retention
- Oral health inequalities
- Balancing urgent and routine care
- Delivering prevention alongside treatment demand



Location of NHS Dental Practices in Telford & Wrekin



- Map shows locations of NHS dental practices delivering services in Telford and Wrekin. DSe indicates a single dental practice; numbers indicate multiple practices at that location.
- In total, there are 22 dental practices



Access to Routine NHS Dental Services

- Anyone who wants to access an NHS dentist can undertake a local search based on their home postcode via www.nhs.uk/service-search/find-a-dentist
- Alternatively, people can phone the clinically led Shropshire, Telford & Wrekin Dental Advice Line on **01743 322199**.
- Dental practices are now contractually required to regularly update their details including their acceptance status. The ICB monitors local compliance and issues contractual Breach Notices where details have not been updated within a 90-day period.
- The table below provides the current overview in terms of the acceptance status for all 66 NHS dental practices across the ICB area based on entries recorded on the above NHS website.

Choose ICB:

Shropshire, Telford and Wrekin ICB

Measure	No of Practices	% of Practices
The number and percentage of general dental practices that have confirmed through NHS Profile Manager that they are currently accepting new NHS patients for routine appointments.		
Accepting new NHS patients information (General dental practices)		
Number of general dental practices profiles	66	
Number of practices who have given a recent update on whether they're taking on new NHS patients	55	83%
Number of practices which are accepting at least one patient cohort	33	50%
Number of practices that are accepting children aged 17 or under	33	50%
Number of practices that are accepting adults 18 and over	24	36%
Number of practices that are accepting charge exempt adults	26	39%
Number of practices that are not accepting new patients	22	33%
Number of practices who have not given a recent update on whether they're taking on new NHS patients	11	17%



Urgent Dental Access

- Following the Dental Contract Reforms that were implemented on 1st April 2026, 8.2% of NHS dental practice activity must be used to provide urgent and unscheduled dental care for patients.
- The Shropshire Community Dental Service continues to provide urgent dental care for patients who do not have a regular NHS dentist. This can be accessed by phoning the Shropshire Dental Advice Line on **01743 322199** .



Out of Hours and Emergency Dental Care

- The dental out-of-hours service is provided by Shropshire Community Healthcare NHS Trust for Shropshire, Telford & Wrekin.
- The dental out-of-hours service is available between 18:00 and 21:00 Monday to Friday, by phoning the clinically led Shropshire Dental Advice line on **01743 322199**.
- At weekends and Bank Holiday, out-of-hours dental clinics are provided between 09:00-12:00 at two sites, Dawley and Shrewsbury. These clinics are accessible to patients by phoning NHS 111.
- All calls to the Dental Advice Line are clinically triaged and dependent on clinical needs. Patients are provided with pain relief advice or are seen at one of the Dental Access Centres across Shropshire, Telford & Wrekin.
- During out-of-hour periods, clinical capacity is flexed to meet historic and seasonal demands.
- Patients that phone the Dental Advice Line beyond the out-of-hours period are directed to phone NHS111.
- NHS111 will provide patients with advice regarding the pain management of urgent issues, and they will be told to contact either their regular dentist or the Dental Advice Line the following morning.
- Patients with emergency dental symptoms, for example serious or potentially life-threatening conditions, such as a rapidly spreading infection, significant facial swelling affecting breathing or swallowing, or severe and uncontrolled dental bleeding, will be directed to their closest Accident and Emergency Department.



Reducing Dental Inequality Across Shropshire, Telford & Wrekin

During 2024/25 the ICB commissioned its Consultant in Dental Public Health to produce a Shropshire, Telford and Wrekin Dental Services Equity Audit. This report identified at ward level the areas across the ICB that had the lowest levels of access to NHS dental services. The Audit identified 7 priority areas across the ICB footprint. Of these priority areas 1, 5 and 6 are within Telford & Wrekin as summarised below –

Priority Area	Locality
1	The wards of Madeley & Sutton Hill, The Nedge, Woodside, Dawley & Aqueduct, Malinslee & Dawley Bank and Brookside (Telford & Wrekin)
2	The wards of Market Drayton West and Market Drayton East (Shropshire)
3	The wards of Oswestry East, Oswestry West, St. Oswald, Gobowen, Selattyn & Weston Rhyn, Ellesmere Urban, Llanymynech, St. Martins, Whittington and Oswestry South (Shropshire)
4	The wards of Ludlow North, Ludlow East, Ludlow South, Clee, Corvedale and Church Stretton & Craven Arms (Shropshire)
5	The wards of College, Haygate and Hadley & Leegomery (Telford & Wrekin)
6	The wards of Oakengates & Ketley Bank, Wrockwardine Wood & Trench, St. Georges and Donnington (Telford & Wrekin)
7	The wards of Underdale, Castlefields & Ditherington, Harlescott, Monkmoor and Sundorne (Shropshire)



Reducing Dental Inequality Across Shropshire, Telford & Wrekin

- The ICB robustly manages its dental contracts, and it now has the jurisdiction to rebase dental contracts that consistently fail to deliver their dental contract targets.
- Since January 2025, the ICB has re-commissioned £1.4m of historically undelivered dental activity across the 7 priority areas from NHS dental practices with a proven ability to deliver their dental contracts.
- This funding was enough to provide NHS dental access for an additional 12,000 patients across the 7 priority areas.



Increasing the Shropshire, Telford & Wrekin Minimum UDA rate

- Recruiting and retaining NHS dentists has been challenging across the ICB, in part because the average funding across Shropshire, Telford and Wrekin ICB for Units of Dental Activity (UDA) was one of the lowest in the country based on historic funding levels. Rurality issues are also a barrier to recruiting new NHS dentists.
- On 1st April 2025, the ICB recurrently invested £719k to raise the minimum UDA rate from £28.89 to £34.75. This was done to support the retention of existing dentists and make it more attractive to recruit new ones which is key to improving dental access. Following inflationary uplifts, the minimum rate is currently £37.17.
- In total 32 dental practices benefitted from this investment, and they are reporting that recruiting and retaining NHS dentists is now easier and indeed some private dentists have now been recruited by local NHS dental practices.



Golden Hello Scheme

- To further support dental recruitment, the ICB also offered Golden Hello payments of up to £20k for new full-time NHS dentists.
- This proved to be successful, and subject to available funding, plans are being finalised to launch a new Golden Hello Scheme, but to extend it to include dental therapists and dental nurses.

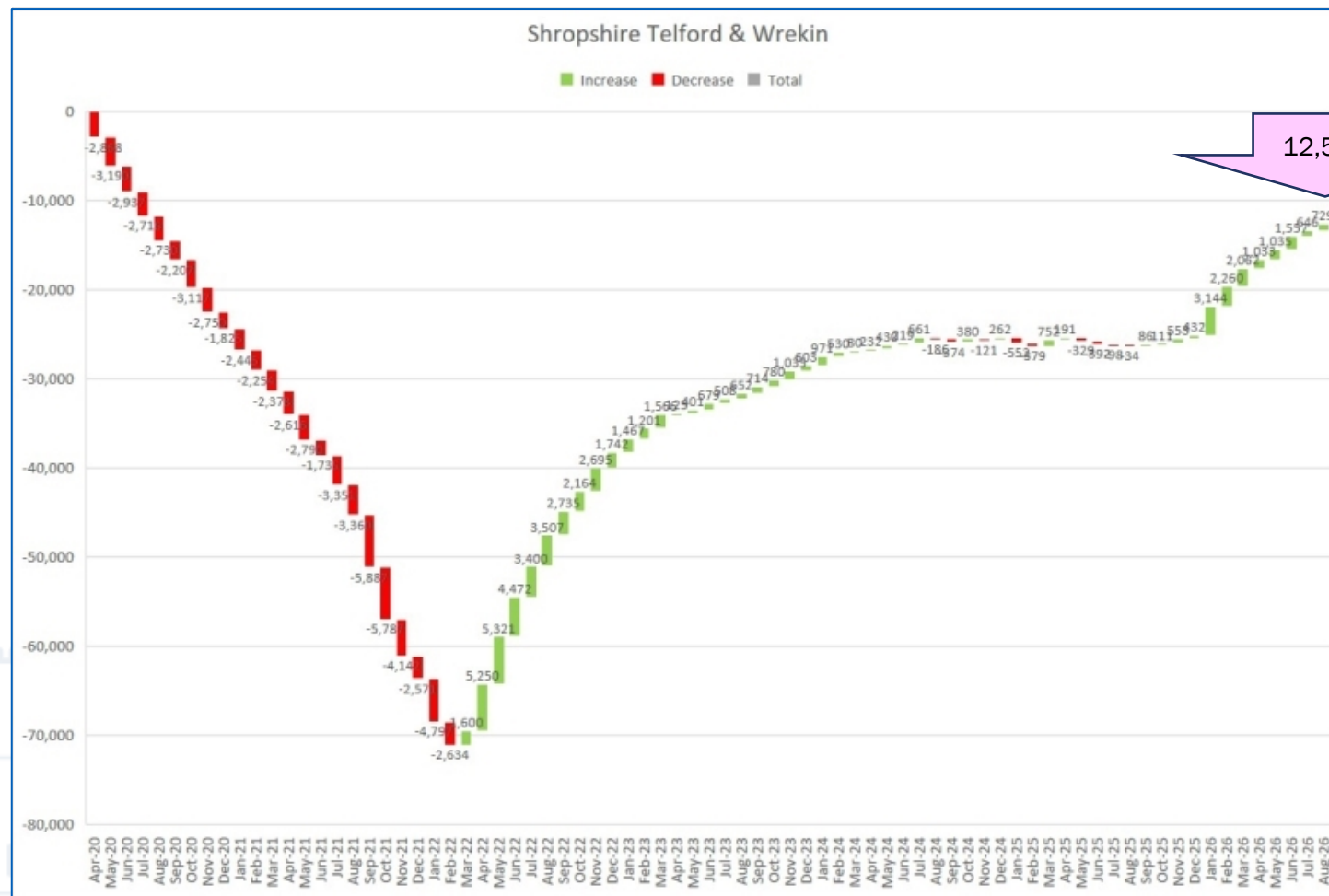


The Results



Patients Seen by an NHS Dentist in Shropshire, Telford and Wrekin and Recovery Towards Pre-Pandemic Access Levels (Contract Based)

Unique patients accessing NHS dental services within the previous 24 months compared with February 2020 baseline levels.



12,579

Patient access across Shropshire, Telford & Wrekin has recovered to 95.4% of the pre-pandemic level.



Child & Adult Dental Access based on the Local Resident Population 2025/26

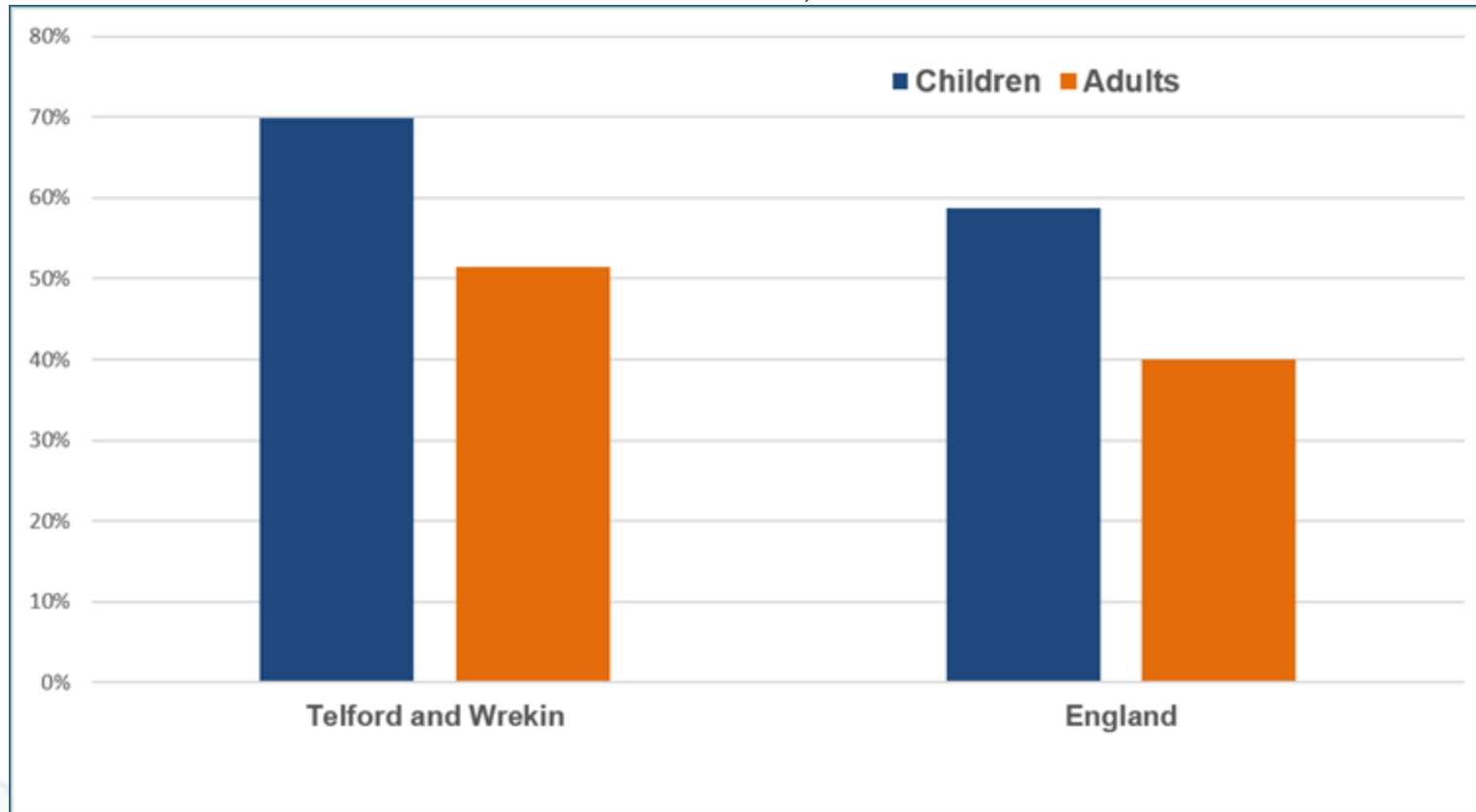
Resident-Based Access		
Actual percentage of the ICB population who received NHS dental care during the reporting period.		
(Population based on patients registered with ICB GP not ONS data)		
	Child % of population access in last 12m	Adult % of population access in last 24m
Birmingham and Solihull	55%	38%
Black Country	56%	40%
Coventry and Warwickshire	58%	42%
Herefordshire and Worcestershire	63%	39%
Staffordshire and Stoke on Trent	67%	44%
Shropshire, Telford and Wrekin	69%	43%
England	60%	36%
Ahead vs. England		
Behind vs England		
Equal England		

- With 69% of children accessing NHS dental services across Shropshire, Telford and Wrekin against an England level of 60%, the ICB has the highest access level across the West Midlands for children.
- With 43% of adults accessing NHS dental services across Shropshire, Telford and Wrekin against an England level of 36%, the ICB has the second highest access level across the West Midlands for adults.



Child & adult patients seen by an NHS dentist as a percentage of the local authority population at contract level - 2025/26

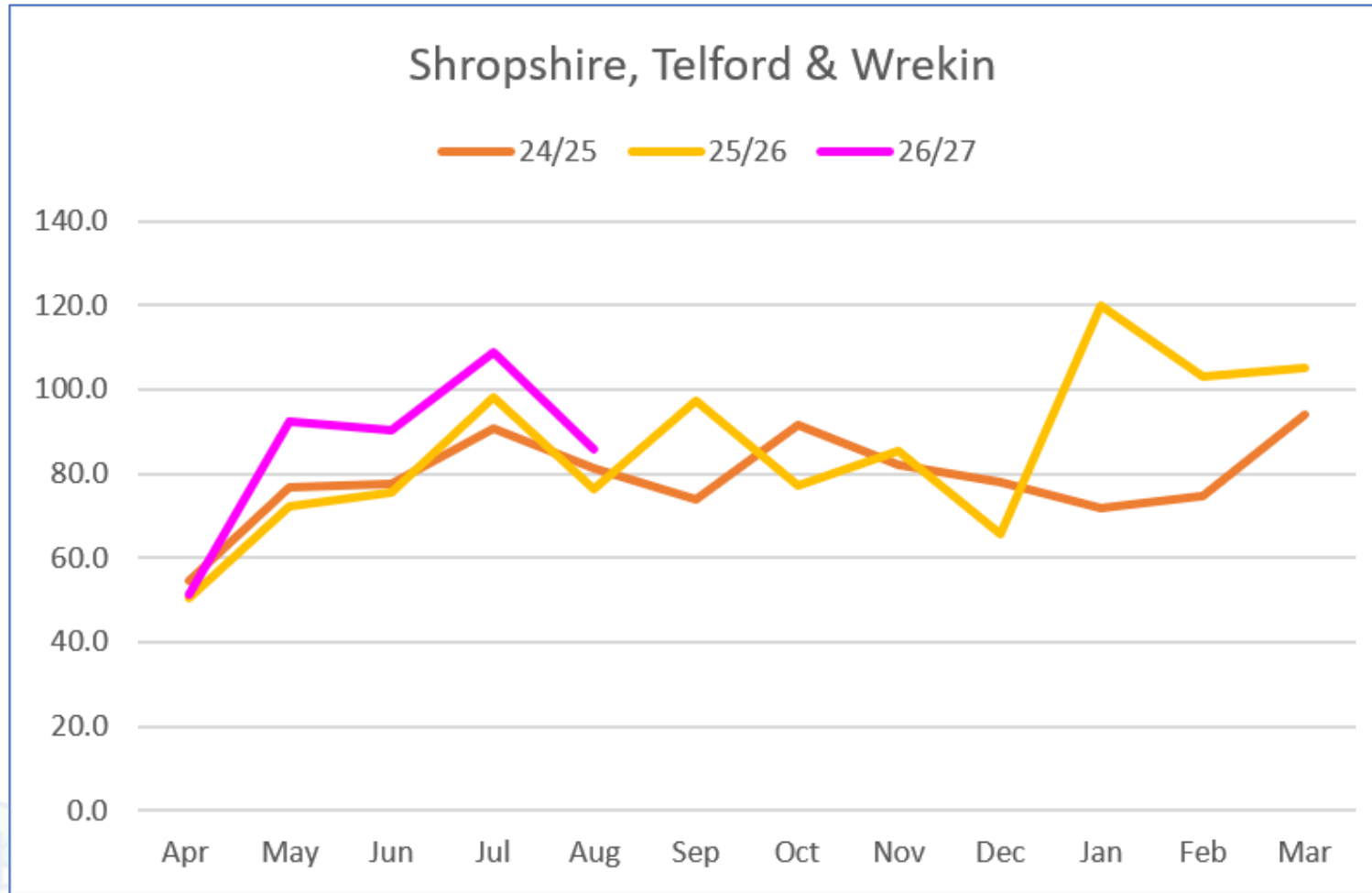
Children seen in the previous 24 months and adults seen in the previous 12 months (NHSE contract monitoring, contract location basis).



NHS dental access in Telford and Wrekin has shown improvement during 2025/26, with a higher proportion of children and adults accessing NHS dental care compared with previous years.



Year-on-Year UDA Delivery Comparison - Shropshire ,Telford & Wrekin



Delivery during 2026/27 is currently exceeding the equivalent period in previous 2 years and demonstrates improved utilisation of commissioned activity.

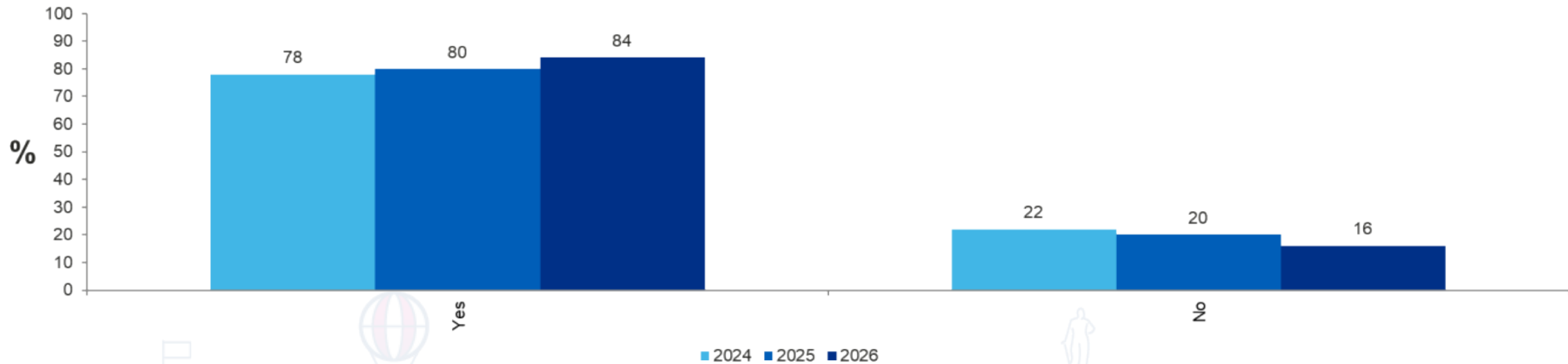


GP Patient Survey – Ability to get an NHS Dental Appointment in Shropshire, Telford & Wrekin

Results showing for ICS 1: SHROPSHIRE, TELFORD AND WREKIN INTEGRATED CARE SYSTEM

Filters: No filter applied

Weighted data



Base: Asked of patients who have tried to get an NHS dental appointment in the last 2 years. Patients who selected "I can't remember" have been excluded

No = No, no appointments were available + No, the dentist was not taking new patients + No, for another reason

Weighted Base: 2024 (3,213), 2025 (3,166), 2026 (2,735)

Unweighted Base: 2024 (3,082), 2025 (3,042), 2026 (2,678)

Excluding those who said 'I can't remember' (weighted): 2024 (60), 2025 (58), 2026 (102)

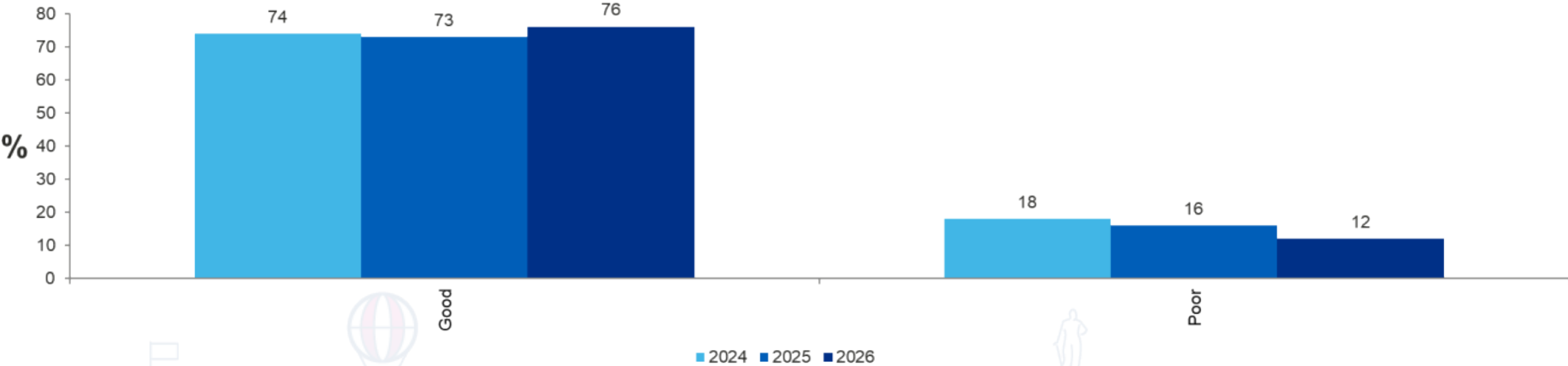
Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.



GP Patient Survey – Overall Experience of Shropshire, Telford & Wrekin Dental Services

Results showing for ICS 1: SHROPSHIRE, TELFORD AND WREKIN INTEGRATED CARE SYSTEM

Filters: No filter applied



Weighted Base: 2024 (3,259), 2025 (3,216), 2026 (2,829)
Unweighted Base: 2024 (3,105), 2025 (3,073), 2026 (2,720)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.





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Thank you



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