



GIG
CYMRU
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WALES

Iechyd a Gofal
Digidol Cymru
Digital Health
and Care Wales

Adding yourself and/or a family member to the Dental Access Portal

User Guide

IGDC • DHCW

*Note: If printed this Document becomes an uncontrolled copy.
System appearance and functionality may differ dependent on Health Board
requirements. Always follow local Guidelines.*

Document Control

Revision History

Version	Date	Author	Comments
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Authorisation

Signing of this document indicates acceptance of its contents.

Approver's Name:			
Role:			
Signature:		Date:	

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To preserve strict confidentiality standards, any patient identifiable information that is contained within this document has been anonymised.

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Introduction

To apply for this service:

You must

- be aged 16 and over
- not have had routine NHS dental treatment in Wales in the past four years
- live at an address in Wales for more than six months of the year or attend a Welsh GP practice

You'll need to provide:

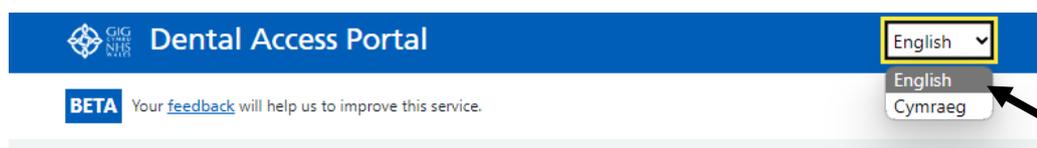
- your name
- your address and postcode
- your date of birth
- your NHS number. Your NHS number is a 10-digit number, like 485 777 3456. You can find your NHS number on most documents or letters sent to you by the NHS. You can also find it on the NHS Wales App. Visit [Find your NHS number](#).
- information on how you would like us to contact you, such as e-mail, text, phone or post
- the name of your GP practice
- an email address, or a mobile phone number, if you do not have an email address

Important!



Please note that this service is not for emergency treatment, but for routine dental appointments only.

Language Selection



The application can be completed in either English or Cymraeg (Welsh).

Switch language by selecting the arrow next to the current language and then selecting the language of choice.

Screen 1 – Are you applying for yourself or on behalf of someone else?



BETA Your [feedback](#) will help us to improve this service.

Are you applying for yourself or on behalf of someone else?



Myself

I need access to an NHS dentist in Wales. At the end you can add someone else such as a child. You will be allocated as a family unit.



Someone else

A friend, neighbour or someone I care for needs access to an NHS dentist in Wales. At the end you can add other people. You will not be added to the Dental Access Portal.

Continue

- To add just yourself to the **Dental Access Portal (DAP)** select **Myself** by clicking or tapping into the circle

Information



You can add someone else, such as a child, during this application process. You will be given a dental practice as a family unit.

Adding someone else will be **Adding someone else to the DAP.**

- Then select **Continue**

Screen 2 – Start the Dental Access Portal application process



BETA Your [feedback](#) will help us to improve this service.

Start the Dental Access Portal application process

Important

Please note that this service is not for emergency treatment, but for routine dental appointments only

To apply for this service, you must:

- be aged 16 and over
- not have received routine NHS dental treatment in Wales in the past four years
- live at an address in Wales for more than six months of the year or attend a Welsh GP practice

You will need to provide:

- your name
- your address and postcode
- your date of birth
- your NHS number. Your NHS number is a 10-digit number, like 485 777 3456. You can find your NHS number on most documents or letters sent to you by the NHS. You can also find it on the [NHS Wales App](#) (opens up in a new tab). [How to find out your NHS number](#) (opens up in a new tab).
- information on how you would like us to contact you, such as e-mail, text, phone or post
- the name of your GP practice
- an email address, or a mobile phone number if you do not have an email address. This will allow you to log into the Dental Access Portal to check or update your details

Please note that this service is not for emergency treatment, but for routine dental appointments only.

Start application

- Read the information on this screen and then select **Start application**
- If you do not have your NHS number, follow the link [How to find out your NHS number](#) or use the [NHS Wales App](#) before proceeding
- Select **Go back** at any point in the application process if you need to go back a screen



BETA Your [feedback](#) will help us to improve this service.

Emergency treatment

This service is not available for dental treatment in an emergency.

A dental emergency means that you need urgent assistance for a serious problem in your mouth.

This could be caused by things such as infection and dental injury.

Common emergency dental problems include:

- severe toothache where painkillers have not helped
- bleeding after a tooth extraction
- visible swelling of the neck or face
- knocked-out teeth

Dental emergencies need to be assessed and treated quickly to avoid the risk of permanent harm.

You may be able to contact NHS 111 Wales to find an out-of-hours dental service near you:

- by using [NHS 111 Wales online](#) (opens up in a new tab)
- by phoning 111

If English isn't your first language, NHS 111 Wales can provide confidential interpreters, in over 120 languages, within minutes of taking your call. [{link1}](#)

I don't need emergency dental treatment

[< Go back](#)

Important!



This service is not available for dental treatment in an emergency. If you need emergency dental treatment, please follow the advice given on the screen and contact [NHS 111 Wales online](#) or **phone 111** to find your nearest out-of-hours dental service.

- If you do not need emergency dental treatment, select **I don't need emergency dental treatment** by clicking or tapping on the green button

Screen 4 – Tell us about yourself



BETA Your [feedback](#) will help us to improve this service.

Tell us about yourself

First name:

Add a First name

Last name:

Add a Last name

Continue

Select Continue to go to the next screen

[← Go back](#)

- Click or tap to select the **First name** box and type in your first name
- Select the **Last name** box and type in your last name
- Select **Continue** to move on

Screen 5 – What is your email address?



BETA Your [feedback](#) will help us to improve this service.

What is your email address?

Please make sure that your email address is unique to you.

We will use your email address to find out if you're already in the process of getting access to an NHS dentist.

You can use this email address to log back into the Dental Access Portal and check your status or change any of your details.

We'll also be able to contact you when a dentist becomes available.

Email address:

▶ [I do not have an email address](#)

You can log in to the Dental Access Portal using the contact details you have provided to amend your details if required.

Continue

[< Go back](#)

Add your Email address

Select I do not have an email address for information

Select Continue

- If you have your own email address, select the **Email address** box and type in your email
The email address you have entered will be needed for you to log back in to check your status and / or change any of your details.
- If you **do not have an email** address, leave the **Email** address box blank. You will need to provide a mobile phone number on the next screen.
- Select **Continue**

Screen 6 – What is your phone number?

Validation

Please provide a mobile phone number that we can use to send you a text message.

We can use this to check your details if you want to log into the Dental Access Portal.

UK mobile number:
Enter your mobile number, e.g.077700900000

Add a UK mobile number

Please note that if you haven't provided an email address, you must provide a mobile number. If you don't have an email address or a mobile phone number you can [contact your Health Board](#) (opens up in a new tab) to manage your details.

Communication

[I would like to be contacted via a landline for communication purposes](#)

Select to add a landline number if required

Select Continue

[< Go back](#)

- Select the **UK mobile number** box to add a UK mobile phone number

Information



This **MUST** be provided if you haven't provided an email address. If neither are provided you won't be able to carry on with your application online, but you can use the **contact your Health Board** link to find out how to contact your Health Board for them to manage your details.

A landline number can be added as an **ADDITIONAL** number for communication purposes

- To add a landline number, click on the line **I would like to be contacted via a landline for communication purposes** and then click into the box to type your phone number
- Select **Continue**

Screen 7 – Do you have any special requirements?



BETA Bydd eich adborth yn ein helpu i wella'r gwasanaeth hwn.

Do you have any special requirements?

We want to make sure that you are connected with a dentist who meets your needs

Please tell us if your dental practice will need:

- wheelchair access, ramps, handrails, support to transfer, hoists
- adjustable or bariatric dentist chairs
- additional support, if you suffer from severe phobias or anxiety
- mental health support, or support if you have learning disabilities

Yes, I have a special requirement that means it's difficult for me to visit a dentist

We will contact you to find out more information using the contact details you provided

No, I do not have a special requirement

Continue

Select Continue

Select Yes or No as appropriate

[< Go back](#)

- Select **Yes** if you need a dental practice that has wheelchair access, ramps, handrails, support to transfer or hoists
- Select **Yes** if you need an adjustable or bariatric dentist chair
- Select **Yes** if you suffer from severe phobias or anxiety and need more support
- Select **Yes** if you need mental health support, or support if you have learning difficulties

Information



If you have selected **Yes**, then the Health Board will contact you to find out more.

- Select **No** if none of these apply
- Then select **Continue**

Screen 8 - Have you received routine NHS dental treatment in Wales within the last four years?

Have you received routine NHS dental treatment in Wales within the last four years?

Have you received routine NHS dental treatment in Wales since 04/09/2020

Yes, I have received routine NHS dental care since 04/09/2020

No, I have not received routine NHS dental care since 04/09/2020

Continue

[Go back](#)

Select either Yes or No as appropriate

Select Continue

If you are not sure when you last visited an NHS dentist for routine treatment, please contact the dentist you last visited to check your records.

- Select **Yes** if you have had routine NHS dental treatment within the last four years in Wales

Information If you have had routine NHS dental treatment in Wales within the last four years you will not need to continue with your DAP application. Please contact your last dentist to arrange an appointment.

- Select **No** to continue with your application if you are not able to travel to your last practice because you have moved, for example, or there is a good reason why you may not want to go back to this dentist
- Select **Continue**

Screen 9 - Do you live in Wales for at least six months every year?



BETA Your [feedback](#) will help us to improve this service.

Do you live in Wales for at least six months every year?

If you have just moved to Wales and you now have a permanent Wales-based address, you can select 'Yes' and continue

- Yes, I live in Wales for at least six months every year
- No, I do not live in Wales for at least six months every year

Select Yes or No

Students

If you are studying in Wales and have updated your address and GP practice you can join the Dental Access Portal using your address where you live while studying.

Continue

Select Continue

- Select **Yes** if you live in Wales for more than six months in the year
- Select **Yes** if you don't have an address in Wales but your permanent GP practice is in Wales
- Select **Yes** if you have just moved to Wales and will now be living in Wales permanently for at least six months of the year (You may need to check if your immigration status lets you get free dental care [Check your immigration status.](#))
- Select **Yes** if you are studying in Wales and have updated your address and GP practice to the address where you live in Wales while studying
- Otherwise, select **No**

Important!



If you have selected **No**, you are not eligible to register for the Dental Access Portal. This is an NHS Wales service.

- Select **Continue**

Screen 10 – What is your date of birth?



BETA Your [feedback](#) will help us to improve this service.

What is your date of birth?

For example, 15 12 2000

Day	Month	Year
<input type="text"/>	<input type="text"/>	<input type="text"/>

Add the Day, Month, and Year

Continue

Select Continue

[Go back](#)

- If you are under 16 years old, please ask a parent or guardian to apply for you
- Select each box in turn to add your date of birth using four digits for the year, i.e. 2024 rather than 24
- Select **Continue**

Screen 11 – Do you know your NHS number?

BETA Your [feedback](#) will help us to improve this service.

Do you know your NHS number?

We use your NHS number to connect to your existing health record.

This is a 10-digit number, like 485 777 3456. You can find your NHS number on most documents or letters sent to you by the NHS.

Yes

No

Continue

[< Go back](#)

Select Yes or No as appropriate.

Select Continue

- Select **Yes** if you know your NHS number. This will open a text box for you to enter your number:

Yes

10-digit NHS number

Example, 8886744587.

- Select **No** if you don't know your NHS number and you will be given a link to follow to find it out. This link opens on a new tab so once you have found out your number, you can return back to dental access portal by selecting the appropriate tab on your browser



- Select **Continue**

Screen 12 – What is your address?

BETA Your [feedback](#) will help us to improve this service.

What is your address?

You can amend an address at a later date if necessary

Address line 1

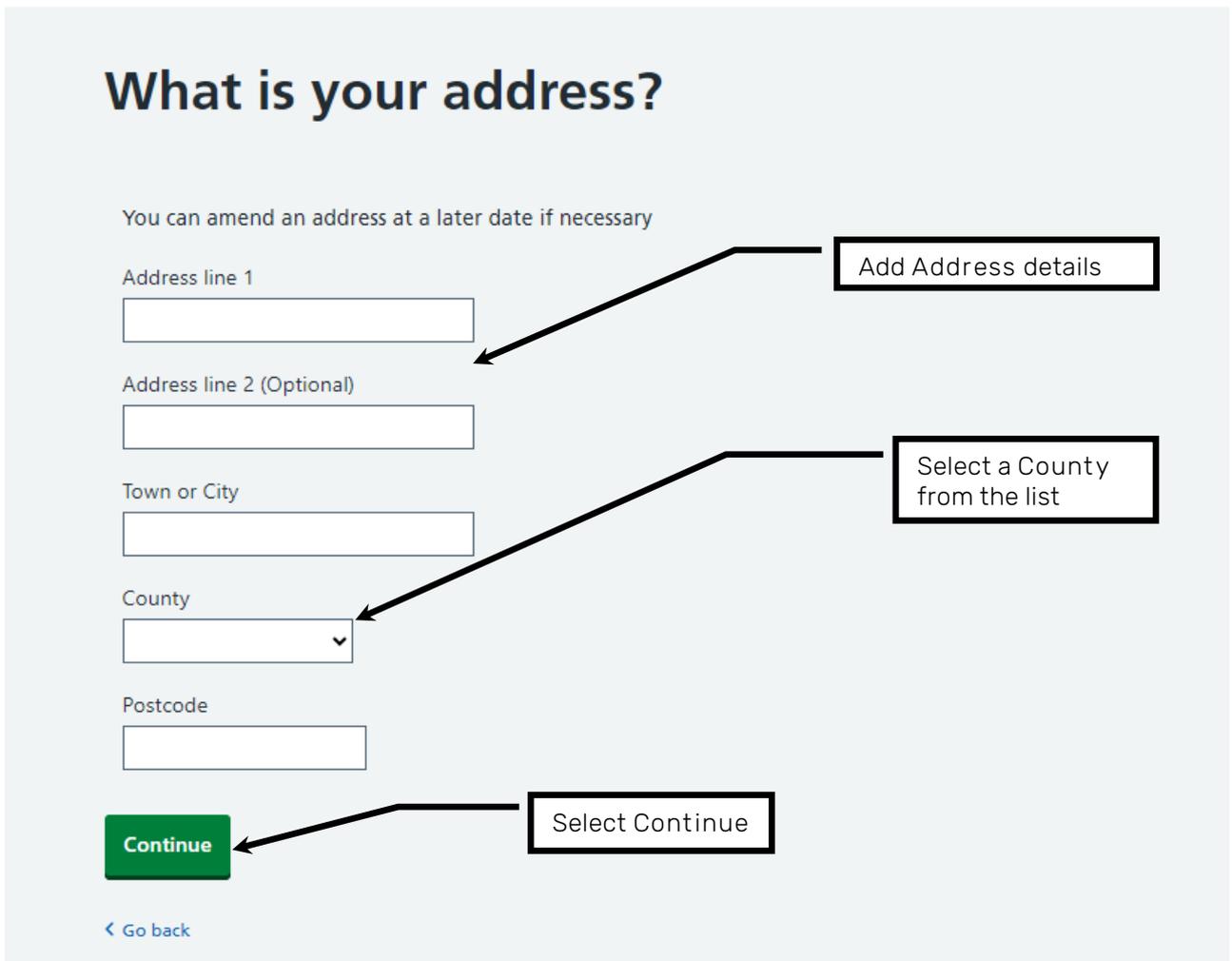
Address line 2 (Optional)

Town or City

County

Postcode

[Go back](#)



- **Address line 1** is needed. It is your house name or number and the street it is on
- **Address line 2** is optional. This is usually an area or suburb
- **Town or city** is needed. This is the town or city in which you live.
- **County** is needed and can be chosen from a drop-down list by clicking on the arrow in the text box. If you do not live in Wales, but your GP is based in Wales, select ***Out of Wales**
- **Postcode** is also needed
- Select **Continue**



BETA Your [feedback](#) will help us to improve this service.

Your GP Practice

Let us know which GP Practice you are registered with.

Select an option from the list:

▶ [I can't see my GP Practice](#)

Select your GP Practice from the list.

Select I can't see my GP Practice if you need to see a full list of GPs in Wales

Select Continue

- Select the arrow next to **Select a GP Practice** to see a list of GP practices in your area. Choose your GP practice from the list
- If you can't see your GP practice in the list, select **I can't see my GP Practice**. Then select **See the full list of Wales-based GP Practices**
- Select the drop-down arrow again and you will see all the Wales-based GPs to choose from
- Select the GP, then select **Continue**

Screen 14 – How would you like to be contacted?

BETA Your [feedback](#) will help us to improve this service.

How would you like to be contacted?

We'll use these details to tell you when we've matched you with an NHS dentist in your area.

- Email
- Phone call
- SMS - text message
- Post

Select your preferred contact methods

Please be aware that you can only manage your details and check the status of an application within the Dental Access Portal if you have provided an email address or mobile phone number. If you don't have an email address or a mobile phone number you can [contact your Health Board](#) (opens up in a new tab) to manage your details

Select Continue

Continue

[< Go back](#)

- Click or tap into the tick box next to each of your preferred contact methods. You will see a tick appear in the box when it is selected.
The choices you have available will depend on the contact methods you have given on the earlier screens
- Select **Continue** to move to the next screen

Screen 15 – Check your details

 **Dental Access Portal** English ▾

BETA Your [feedback](#) will help us to improve this service.

Check your details

We will use the information you have provided to check if you are eligible to use the Dental Access Portal

Check that the details you entered are correct before you submit them, then please continue to the rest of your application

You can edit your details now if you notice anything that's not right

I don't need emergency treatment	Yes	Change
I am applying on behalf of myself	Yes	Change
Name	James Brown	Change
Email address	name@example.com	Change
Mobile number	07777778888	Change
Landline		Change
I have no special requirements	No	Change
I have not received any NHS dental treatment in the last four years	Yes	
I live in Wales for six months in every year	Yes	
Date of birth	1/1/1970	Change
NHS number	9744851252	Change
Address	21 Cowbridge Road East Cardiff Powys CF11 9AD	Change
GP Practice	Abersychan Group Practice	Change
Contact preferences	Email: Yes Phone: Yes SMS: No Post: No	Change

[Continue](#) Select Continue

[Go back](#)

- Check through the details you have given. If there are any changes needed, select **Change** next to the item. This will take you back to that page and allow you to change your information
- Once you have made changes, selecting **Continue** at the bottom of the page, should bring you back to this **Check your details** screen
- Select **Continue** at the bottom of this screen to move on

Screen 16 - Check your details



BETA Your [feedback](#) will help us to improve this service.

Check your details

We will use the information you have provided to check if you are eligible to use the Dental Access Portal.

Check that the details you entered are correct before you submit them, then please continue to the rest of your application

You can edit your details now if you notice anything that's not right.

Saving...

[< Go back](#)

The system will now use the information you have provided to check if you are eligible to use the Dental Access Portal.

Screen 17 Tell us your preferences



BETA Your [feedback](#) will help us to improve this service.

Tell us your preferences

Now you are happy that your details are correct, you can continue your application to join the Dental Access Portal.

You will be connected with an NHS dentist near you, as soon as a space becomes available.

Continue

Select Continue

[< Go back](#)

Your details have been accepted. You will be connected with an NHS dentist as soon as a space becomes available.

- Select **Continue**

Screen 18 Your preferred language - treatment



BETA Your [feedback](#) will help us to improve this service.

Your preferred language - treatment

Please let us know in which language you would like to receive dental treatment:

Cymraeg

English

Select preferred language

Continue

Select Continue

[< Go back](#)

- Select **Cymraeg** (Welsh) or **English** as your preferred language for treatment
- Select **Continue**

Screen 19 How far can you travel in miles?



BETA Your [feedback](#) will help us to improve this service.

How far can you travel in miles?

We will make every effort to connect you with an NHS dentist as close to home as possible. However, you may be required to travel depending on which dentists have spaces in your location. Knowing how far someone can travel will help us to connect them with a suitable NHS dentist. Please let us know how far you are able to travel to reach a dentist.

Please let us know how far you are able to travel to reach a dentist.

 miles

Add number of miles

Select Continue

[← Go back](#)

You may be required to travel depending on which dentists have spaces in your location. Knowing how far someone can travel will help us to connect them with a suitable dentist.

- Add the number of **miles** that you can travel to reach a dentist
- Select **Continue**

Screen 20 Do you depend on public transport?

The screenshot shows the top navigation bar of the Dental Access Portal with the GIG logo and the text 'Dental Access Portal'. On the right, there is a language dropdown menu set to 'English'. Below the navigation bar, a 'BETA' badge is followed by the text 'Your [feedback](#) will help us to improve this service.'

The main content area features the question 'Do you depend on public transport?' in a large, bold font. Below the question are two radio button options: 'Yes, I depend on public transport' and 'No, I have access to my own transport'. A green 'Continue' button is positioned below the options. A blue '< Go back' link is located at the bottom left of the form area.

Two callout boxes with arrows point to specific elements: one points to the radio button options with the text 'Select Yes or No', and another points to the 'Continue' button with the text 'Select Continue'.

- If you depend on public transport, select **Yes**
- If not, select **No**
- Select **Continue**

Screen 21 Check that the details you entered are correct before you submit them

Check that the details you entered are correct before you submit them, then please continue to the rest of your application.

You can edit your details now if you notice anything that's not right.

Your preferred treatment language	English	Change
Your preferred communication language	English	Change
How far are you able to travel?	5 miles	Change
Do you depend on public transport?	Yes	Change

[Add me to the Dental Access Portal](#)

[< Go back](#)

- Check your details are correct
- If not, select **Change** to go back and amend them
- Select **Add me to the Dental Access Portal**

Screen 22 You've been added to the Dental Access Portal

Dental Access Portal English

BETA Your [feedback](#) will help us to improve this service.

You've been added to the Dental Access Portal

We have sent you a confirmation email or text message.

What happens next

We will contact you via the method you have requested when we have connected you with a dentist in your local area.

If you were able to provide an email address or mobile phone number, you can log in to the Dental Access Portal to amend any details if required. If you don't have an email address or a mobile phone number you can contact your Health Board to manage your details.

You can find more information about dental services in [your area](#). (opens up in a new tab)

Please note, the time this takes will vary depending on the area you live in and the number of people who need a dentist.

Continue Select Continue

You have been added to the Dental Access Portal.

You will have received a confirmation email or text message.

You will be contacted via your chosen method when a dentist becomes available.

- Select **Continue**

Screen 23 Would you like to apply for someone else?

Dental Access Portal English

BETA Your [feedback](#) will help us to improve this service.

Would you like to apply for someone else?

Yes, I would like to add another person to the Dental Access Portal

No, please notify me when an NHS dentist becomes available

Or you can return to a saved Dental Access Portal application

Continue Select Continue

- Select Yes, I would like to add another person to the Dental Access Portal, or
- Select No, please notify me when an NHS dentist becomes available
- Select Continue