

Date 09/02/2026
Your Ref
Our Ref 11044

Enquiries to Richard Mutch
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Direct Line 0131 465 5687
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Dear

FREEDOM OF INFORMATION – DEREGISTERED

I write in response to your request for information in relation to deregistered dental patients.

Question:

1. A list of all reasons recognised by the health board for a dental patient to become deregistered.

Answer:

Under the National Health Service (General Dental Services) (Scotland) Regulations 2010 as amended, a dentist can withdraw from continuing to provide services to a patient by providing not less than three months' notice, in writing, of the termination of the arrangement. No reason need be given. If a dentist wishes to give less than 3 months' notice of a withdrawal from providing services then they should provide a reason. This can include a breakdown in the dentist/patient relationship, failure to pay fees, failure to attend appointments, etc. The health board would write to the patient to ask for representations regarding the proposed withdrawal. A dentist may also remove a patient immediately where there has been an act of violence which has been reported to the police.

Question:

2. The number of dental Patients who are recognised as having been deregistered as NHS patients in the last seven years (2019, 2020, 2021, 2022, 2023, 2024 and 2025)

Please provide a breakdown of the number of deregistered patients per year and by reason for deregistration.

Answer:

NHS Lothian does not hold this information. There is some information available on patient registration published by Public Health Scotland at the following web link: [Dental statistics - NHS registration and participation 24 January 2023 - Dental statistics - registration and participation - Publications - Public Health Scotland](#)

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102 West Port
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Chair Professor John Connaghan CBE
Chief Executive Professor Caroline Hiscox
Lothian NHS Board is the common name of Lothian Health Board



I hope the information provided helps with your request.

If you are unhappy with our response to your request, you do have the right to request us to review it. Your request should be made within 40 working days of receipt of this letter, and we will reply within 20 working days of receipt. If our decision is unchanged following a review and you remain dissatisfied with this, you then have the right to make a formal complaint to the Scottish Information Commissioner within 6 months of receipt of our review response. You can do this by using the Scottish Information Commissioner's Office online appeals service at www.itspublicknowledge.info/Appeal. If you remain dissatisfied with the Commissioner's response you then have the option to appeal to the Court of Session on a point of law.

If you require a review of our decision to be carried out, please write to the FOI Reviewer at the email address at the head of this letter. The review will be undertaken by a Reviewer who was not involved in the original decision-making process.

FOI responses (subject to redaction of personal information) may appear on NHS Lothian's Freedom of Information website at: <https://org.nhslothian.scot/FOI/Pages/default.aspx>

Yours sincerely

ALISON MACDONALD
Executive Director, Nursing
Cc: Chief Executive