

Out-of-hours Emergency Dental Treatment Policy

If you have a dental emergency we aim to offer you treatment within 24 hours on our normal working days. When the surgery is closed you may need urgent treatment if you have:

- Toothache or swelling that suggests an infection of a tooth or gum
- Severe toothache or facial pain which is not controlled by taking over-the-counter painkillers
- Trauma of the face, mouth or teeth after a recent accident or injury
- A permanent tooth knocked out
- Bleeding after tooth extraction that you cannot control
- Serious swelling of the mouth or face which is getting worse

Please call the practice in the first instance on 0191 2863398. An emergency number will be given on our answerphone where you can speak to a dentist for advice.

If the dentist does need to come and open the practice out of normal working hours, there will be a call out fee of £100 for Private Patient's. There is not a call out fee for DPAS plan patients.

NHS England: For Out of hours NHS dental treatment when the surgery is closed call 111.

England, NOTE: You should use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation call 111 if:

- You need medical help fast but it's not a 999 emergency
- You think you need to go to A&E or need another NHS urgent care service
- You don't know who to call or you don't have a GP to call
- You need health information or reassurance about what to do next

For less urgent health needs, contact your GP or local pharmacist in the usual way.

For immediate, life-threatening emergencies call 999.