

## Lowerbank Dental Practice

### 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 01772 455400/423421.

For out-of-hours NHS dental treatment when the surgery is closed call the practice phone number (01772 455400) and listen to the answerphone message. This will either instruct you to call the pager number (if it is a Friday afternoon between the hours of 2pm - 5pm) or to call the emergency dental helpline on 0300 123 4010. Alternatively you could call 111 if you fit the criteria listed below.

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.