

## 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 01403 252477 (Causeway Dental Practice) or 01403 254615 (Blackhorse Way Dental Practice) for details of out of hours emergency dentists - this is also available on our website under the advice section.

Further assistance is also available from NHS 111.

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.