

227 Passage Road, Henbury, Bristol BS10 7DL

Tel: 0117 950 3141 Fax: 0117 950 5088

www.passagehousedental.co.uk

Out of Hours Dental Emergency Service

NHS patients

The provision of out of hours dental treatment is the responsibility of the local Primary Care Trust. Patients can access the Out Of Hours Emergency Service by phoning **0845 120 6680**, they may then be given an emergency appointment at a treatment centre if necessary.

The service includes:

Call handling and dental assessment (triage) by a trained dental nurse from 6pm to 9pm Monday to Friday and 8am to 5pm Saturdays, Sundays and Bank Holidays. After 9 pm on weeknights and after 5pm on weekends calls will be handled by NHS Direct on **0845 4647**. The dental triage will be provided by experienced and qualified primary care dental nurses, supported by dentists, working to an agreed dental assessment.

Depending on the outcome of the dental assessment, patients will be directed to options appropriate to their circumstances.

The range of options include:

- Advice on taking pain killers or other medicine
- Treatment at a Dental Access Centre
- Treatment with an NHS dentist
- Treatment in the primary care unit at Bristol Dental Hospital
- Treatment at an out of hours treatment centre.
- Going to a hospital emergency department

If patients ring the practice out of hours an answer machine message will direct them to the emergency out of hours number **0845 120 6680** or to NHS Direct overnight. NHS Direct can also provide 24 hours information.

Private patients (including Denplan)

Private patients (including Denplan) or NHS patients wishing to pay privately can contact an on-call dentist between the hours of 6pm until 9pm weekdays and 8am till 9pm on weekends and bank holidays. The number to ring is **0117 9428937**. This service is run as a rota between local dentists in the area. Advice may be given over the telephone or an appointment may be offered at the dental surgery of whichever practitioner is on call. An emergency call out fee of £85 must be paid in addition to treatment costs. (Denplan patients can claim this fee back).