

## Access to Urgent Care Dental Services

**Urgent dental care for patients in Cheshire and Merseyside is accessed via the Dental Helpline on 0161 476 9651 from 9am to 9.30pm every day, including weekends and Bank Holidays.**

The urgent dental care service is provided according to strict clinical criteria, and when the patient calls they will be assessed by a member of the clinical team to make sure their problem is one of the following:

- Trauma - this is usually caused by a blow to the face, a lost filling is not classed as trauma
- Swelling of the face
- Bleeding - uncontrolled, such as after an extraction
- Pain that can't be controlled by pain relief medicines

*N.B. If the patient is given an appointment and when they present their clinical condition doesn't actually fit any of the above, they will still need to pay the NHS fee but may receive advice and not definitive treatment.*

*Local clinic times vary, and patients may be offered an appointment at various clinical locations across Cheshire and Merseyside.*

