

OUT OF HOURS EMERGENCY PROCEDURE

**FOR REGISTERED PATIENTS**

Outside of normal surgery hours and during public holidays periods, in the first instance our registered patients need to telephone the practice on 01270 625315. After 8 rings the practice phone will divert to the on-call dentist. If the dentist is unable to answer straight away, please leave a message and they will get back to you as soon as possible. The dentist will then be able to triage your emergency which will result in either arranging to meet you at the surgery or giving advice to manage the situation until the surgery reopens. The dentist will make a full record of the discussion and add the notes to your computer records as soon as possible. This facility is available until **10pm**. After this time if you require Urgent advice, please dial 111.

In the Event that you are experiencing severe pain not controlled by regular pain relief taken for 48 hours, uncontrolled bleeding, large swelling, dental trauma or any other condition that is causing you to feel acutely unwell, please call the dental helpline on 0161 476 9651

**FOR UNREGISTERED PATIENTS**

Please call either, 0161 476 9651 (nhs emergency assistance) or the 247 dentist on 03301 759995 this is an emergency dentist based in stoke who will provide emergency appointments and prices. web site : <https://www.the247dentist.com/brand-assets/>

Written 06.05.26

Review annually

My docs practice inspection information governance