**Pendle Care Navigation / Directory of Services**

**Service Access Criteria for:-**

Emergency Dental Service & Dental Practice Signposting – Pendle

**Brief Description**

**Emergency Dental Service via the Lancashire Dental Helpline**

This service will assess any patient that contacts it through a series of triage questions and either booked into an appointment or signposted to a more appropriate service.

**How accessed**

If you have a regular NHS dentist and need urgent treatment, contact your dentist for advice. If you do not have a regular dentist you should contact the Lancashire Dental Helpline on 0300 1234 010.

Outside of the helpline hours (see below) and if you are in pain, you can first try helping yourself with pain killers. NHS 111 can give you details of out of hours dental services near to you. If you feel that the problem can wait until normal practice hours, you can call NHS 111 for self-care advice.

**Conditions treated**

The main conditions seen by the Emergency Dental Service are:-

• Swelling – eg Visible facial swelling

• Severe pain that is not helped by painkillers eg To teeth or mouth

• Trauma – eg Jaw or mouth pain

• Uncontrolled bleeding – eg Tooth extraction, ulcer or injury

• Trauma of the face, mouth or teeth after a recent accident or injury

**Opening Hours**

The Emergency Dental Service is available:-

Monday to Friday – 8.00am to 9.00pm

Saturday, Sunday and Bank Holidays – 10.00am to 5.00pm

**Dental Practice Signposting**

This service will signpost patients to Dental Practices who are taking on NHS patients onto their lists and other services such as special care will be given a direct contact number or correct access instructions.

You can access this service by also contacting the Lancashire Dental Helpline on 0300 1234 010.

**August 2017 – V1.1**