

Urgent Dental Care

PJS Care Ltd

Patients are required to call us at 8.30am if they have an urgent dental concern.

Urgent appointments are available daily for emergencies and are allocated on a first-come first-served basis.

If a patient requires an urgent appointment and we have no appointments left for the day, patients may be asked to come in to sit and wait and they will be seen when we are able.

Patients will be advised to attend before 9.30am, or 2pm at the start of the afternoon session if they are offered a sit and wait appointment. Patients will also be advised they may have to wait up to 4 hours and encouraged to bring a drink or any medication they may need.

Alternatively, a patient may be requested to call back the following day at 8.30am (eg. If a patient does not ring at 8.30am and rings later on in the day)

If the problem is not urgent, patients will be offered the next available pre-bookable appointment.

The following may only be booked in daily urgent clinics:

- Swelling
- Severe pain
- Bleeding after extraction
- Trauma (eg. fallen down or assaulted)

Triage

Triage questions are available to call handlers, answers are saved as a pop up note on patient records to inform the dentist the reason of the patient's visit.

Broken dentures;

Patients will be asked to attend before 10am and informed they may need an impression. Upon arrival, a dentist will check the denture and they will advise whether an impression is required.

Problems appointments (non-urgent);

The following are to be given the next available appointment and are not classed as emergencies :

- Lost crown/veneer/bridge
- Lost filling/broken tooth (no pain)
- Chipped tooth (no pain)

Patients may be offered to be added to our cancellation list if they would like an appointment sooner.

NHS urgent appointments are available for patients who have attended for a check-up since March 2018.

Patients who do not have a dentist will be advised to contact NHS England Dental Helpline if they have an urgent dental concern on 0161 476 9651 for assistance or advice.