



HETTON DENTAL PRACTICE

## **ACCESS & URGENT TREATMENT POLICY**

Hetton Dental Practice is open to treat patients during the following hours;

Monday: 9am – 1pm & 2pm - 6pm

Tuesday: 9am – 1pm & 2pm - 5pm

Wednesday: 9am – 1pm & 2pm - 5pm

Thursday: 9am – 1pm & 2pm - 6pm

Friday: 9am – 2pm

We set aside time each day for patients with urgent treatment needs.

These appointments are offered on a first come first served basis and are not bookable until the day. Patients who are new to the Practice or who have not attended or more than 3 years, will require a full medical history to be completed prior to attending any appointment.

Patients may be booked into one of these appointments with the following issues:

- Swelling
- Trauma
- Uncontrolled Bleed
- Toothache
- Dry socket

Patients already known to the Practice who contact with non-urgent issues such as lost filling/crown that is not causing any pain may be offered one of these appointments if they have not been taken by 11am.

Appointments are not always able to be offered with the patient's own Dentist.

Patients are informed of the availability of urgent appointment slots on the Practice leaflet, website, notice board and information screens. Patients are informed that they need to ring the Practice at 9am to be able to book one of these slots.

Outside of normal working hours patients are directed to 111 for the details of the local urgent access service. The information about this is included on the practice answer phone message as well as on the other information sources already described.