

What can I expect at my appointment?

How do I make an appointment?

To make an appointment please call our call centre on 0333 405 0290.

Please note that if you are calling during busy periods then you may be put in a call queue, but our team will answer your call as soon as possible.

What do I need to bring with me?

- A list of any medication you are taking
- Proof of exemption from payment for treatment (if relevant)
- Cash or debit card to pay for treatment (if not exempt)

What qualifies as an emergency appointment?

To qualify for an emergency appointment during working hours (08:30am – 17:00pm) you must meet the following criteria:

- Not registered with a high street dentist;
- Have dental pain due to lost filling, a broken tooth or a loose crown, suffering from bleeding, swelling or trauma (this list is not exhaustive). We are unable to provide new crowns, bridges or dentures; this includes repairs through this service.

To qualify for emergency treatment out of hours (Mon-Fri 17:30pm – 19:30pm Weekends and Bank Holidays 09:00am – 16:30pm) you must meet the following criteria:

- Bleeding
- Trauma
- Swelling

Due to the available resources, if you are offered an emergency appointment and subsequently attend without meeting the above criteria when making the appointment, you may be turned away.



How far will I have to travel to my appointment?

Due to availability, you may be offered an appointment that isn't at your nearest clinic. To view our clinic locations, please click [here](#).

What can I expect at my appointment?

On arrival you will be asked to fill in a medical history form and an NHS payment form. You will be asked for payment or proof of exemption.

The dentist will then call you in to the surgery and will ask you some questions about your general health, the forms you have completed and the reason for your visit.

The dentist will then begin assessing you and may need to undertake some tests such as an x-ray. The dentist will then diagnose the problem and discuss the treatment options with you. Once you have agreed on an option, the dentist will start the treatment.

The dentist will be assisted by a dental nurse at all times. Once your treatment is completed you may be given post-operative instructions and you will be discharged.

Can I eat and drink after my treatment?

The dentist will advise you about eating and drinking at the end of your appointment, as it is dependent on the treatment you have had. We advise that you eat as normal prior to your dental appointment.

Will I need to come back for treatment?

Not normally, but it may be necessary to make you another appointment to continue and complete your treatment. Alternatively, you may be referred to another service, normally a specialist secondary service.

Can I come back for regular dental check-ups?

Unfortunately we are not able to provide regular dental treatments at West Country Dental Care, as we are commissioned by NHS England to provide urgent and emergency dental treatments for people who don't have their own dentist.

To register with an NHS dentist, please call 0333 006 3300 or email accessdentalhelpline@nhs.net

To transition from a West Country Dental Care emergency dentist to a more regular care routine with Brighter Dental, simply talk to the dental nurse or receptionist before you leave and they can advise you accordingly. Alternatively, please visit <https://brighterdental.co.uk/our-locations/> and call the Brighter Dental practice closest to you.