



SERVICE ON A PAGE: Cheshire, Warrington, Wirral and Merseyside-Emergency Dental Service

Hours of operation: 8am-10pm, 7 days a week

Service Overview

CWWM Emergency Dental Service

The CWWM Dental Helpline offers urgent dental care for patients in Cheshire, Wirral, Warrington and Merseyside. The service can be accessed via the Dental Helpline on 0161 476 9651 from 8am to 10pm every day, including weekends and Bank Holidays.

Local dental providers offer NHS Urgent Dental Clinics in the area, with urgent appointments for patients who need urgent treatment, advice and support on dental queries or referral to other services.

What happens between 10pm and 8am?

Patients can still call NHS 111 for urgent dental advice. If patients do call NHS 111 with a dental issue between 8am and 10pm they will automatically be redirected to the dental service.

Aim of the Service

- Provide advice for urgent dental issues for patients who do not have a dentist or need advice outside their regular dental practices hours.
- Book emergency appointments for patients requiring urgent treatment.
- Help patients manage their own dental problem where appropriate

Objectives

- Respond to calls quickly, offering same day advice and treatment where possible
- Provide holistic assessment of the patient using all available resources.
- Where treatment is required, help locate appointments within the local area

Criteria

During the 'in-hours' period (08:00-18:00 hours Monday to Friday), if you already have a dentist you should contact them directly. If you do not have a regular dentist then the Dental Helpline will triage your call, give advice and guidance to manage your dental problem or assist you to find an appointment, as long as you meet all the eligibility criteria.

During the 'out of hours' period (18:00-22:00 Monday to Friday, Weekends and Bank Holidays 08:00-22:00) our call handlers and dental nurses can provide advice and support for all patients, whether they have a regular dentist or not.

PLEASE NOTE:

The service is provided according to strict clinical criteria. The service is only available for urgent dental problems such as trauma, facial swelling, uncontrolled bleeding or pain that is persistent and is not being controlled by pain relief.



CONTACT

0161 476 9651

This service offers a virtual telephony queuing system