



Who can we treat during **Amber**?

Urgent dental care

Our emergency phone lines are open from 8.30 – 9.30am Monday to Friday for our NHS patients experiencing dental pain or problems. If you are in pain or have a serious dental issue then please call us between these hours. Patients are triaged by our dentists either by video or telephone consultation and offered an appointment based on clinical need. If your condition does not require urgent same-day emergency treatment but does still need to be treated, we will endeavour to book you an appointment in the coming days or weeks. Aerosol generating procedures (fillings, root canal treatment, scaling etc) are offered in a controlled manner and we have limited spaces allocated each day for such procedures.

Treatments available

All NHS and private general dentistry and cosmetic treatments are now available.

Practice Plan patients

Our Practice Plan Members can continue to receive their routine hygiene appointments and exams included in their plan.

Hygiene Appointments

Our Hygienist and Therapists can now carry out complete hygiene treatments (scale and polish) for existing patients and Direct Access Hygiene appointments for non-patients.

NHS Routine Examinations

We are seeing children for their routine exams and are gradually contacting adult NHS patients in the order by which they were cancelled to book their routine check-ups. Please be assured that patients that have visited one of our NHS dentists from April 2018 onwards will not lose their place with us as a result of Covid restrictions.

New Patients

Our NHS waiting list currently has more than 500 names, so we are unable to add to it at this time. If you are not able to book an appointment with a NHS practice and have an emergency, call NHS direct on 111 to be referred to an emergency clinic. We can register new patients for independent dental care. This has a one-off cost of £50 and includes an initial video consultation followed by a face-to-face assessment with x-rays. Any further treatment required will be chargeable.

Patients on our NHS Waiting List

Our waiting list has been static since March 2020. As soon as we move to Green phase we will contact the names at the top of the list to invite them for a dental examination.

Patients with Covid-19 symptoms

Dental care will not be available at the practice for patients with symptoms of or confirmed to have Covid-19. They will be referred to the relevant urgent care centres.



We are here to help

Our Reception team are happy to assist with any queries you may have by phone (after 10am for non-emergencies) or by email.

The guidelines are continually changing about how we can provide the best dental care during Covid-19 so we ask for your patience and understanding during Amber Phase.

