Communications toolkit

3 ways to find NHS urgent dental care

(V1 02/02/26)

The North East and North Cumbria Integrated Care Board (ICB) has developed the following communications toolkit for pharmacies, GP practices, urgent dental access centres, health partners, local authorities, and the voluntary, community and social enterprise sector to use and share on their websites and social media channels to inform the public about how to access NHS urgent dental care.

Download the digital toolkit here:
https://northeastnorthcumbria.nhs.uk/toolkits/dental

Background

NHS urgent dental care appointments

People in the North East and North Cumbria can now access NHS urgent dental care in 3 ways:

1. **Contact an NHS dentist -** NHS dentists provide urgent appointments during their normal working hours. People should contact their regular dentists if they have one or they can look for an NHS dentist at nhs.uk/service-search/find-a-dentist.
2. **Book an appointment at an urgent dental access centre -** There are 23 urgent dental access centres across the region. They provide appointments to diagnose and treat urgent dental problems. Patients can book their own appointments via the ICB's website.
3. **Contact NHS111 -** People with urgent dental problems should contact 111.nhs.uk or call 111 if they cannot find an urgent dental appointment with an NHS dentist or urgent dental access centre.

The ICB's website provides full information about these services and online booking for urgent dental access centres: https://northeastnorthcumbria.nhs.uk/here-to-help-you/nhs-dentistry

Your support in helping us share these messages is very much appreciated.

For further advice on using this toolkit or if you need support to tailor assets, please contact Dawn McGuigan, d.mcguigan@nhs.net

Resources available in this toolkit -
https://northeastnorthcumbria.nhs.uk/toolkits/dental

- Website copy
- Social media messaging and visuals
- Digital screen
- Newsletter article
- Poster
- Leaflet (including easy-print and EasyRead versions)

Videos and animations will be added to the toolkit shortly.

Website copy

3 ways to find NHS urgent dental care

Appointments are available if you have a dental problem that needs to be treated urgently.

You should make an urgent dental appointment if you have:

- Toothache that is so bad it causes pain that does not stop or ease with over-the-counter pain relief.
- Swelling in the mouth or face, like abscesses or infections, that causes pain or fever.
- Broken or knocked-out teeth.
- Bleeding in the mouth after a dental procedure or injury that does not stop by itself. If bleeding cannot be controlled, you might need emergency care.
- Loose or broken fillings that cause pain.
- Heavy bleeding from gums.
- Problems with the soft areas of the mouth, like cheeks or tongue.

Urgent appointments are also available if you are worried about:

- Pain that does not go away but eases with over-the-counter pain relief.
- Minor trauma like a chipped tooth.
- Loose, broken or displaced crowns, bridges, veneers, posts, and fillings that do not cause pain.
- Loose or broken dentures.
- Bleeding gums.

You can find NHS urgent dental care in 3 ways:

1. Contact an NHS dentist
2. Book an appointment at an urgent dental access centre
3. Contact 111.nhs.uk or call 111

For more details, go to https://northeastnorthcumbria.nhs.uk/here-to-help-you/nhs-dentistry

Newsletter copy

3 ways to find NHS urgent dental care

People across the North East and North Cumbria now have 3 ways to find urgent dental care.

Adults and children can access NHS urgent dental appointments to diagnose and treat problems like toothache that causes pain that does not stop or ease with over-the-counter pain relief; swelling in the mouth or face, like abscesses or infections, that causes pain or fever; broken or knocked-out teeth; bleeding from the mouth or gums; loose or broken fillings that cause pain; and problems with the soft areas of the mouth.

Appointments are available by:

1. Contacting an NHS dentist
2. Booking an appointment at an urgent dental access centre
3. Contacting 111.nhs.uk or call 111

Normal NHS charges and exemptions apply.

Full details about urgent dental appointments and how to book them is available at https://northeastnorthcumbria.nhs.uk/here-to-help-you/nhs-dentistry.

Social media messaging - please tag us in your social media posts

Facebook - NorthEastandNorthCumbriaNHS
X – @NENC_NHS
Instagram – nenc_nhs
TikTok - @nenc_icb
Linked-In - @north-east-and-north-cumbria-nhs
YouTube - North East and North Cumbria NHS

Please note: for the purposes of this toolkit, the call-to-action link has been included in the drafted posts. You may also choose to include this link in your social media bio.

3 ways to find NHS urgent dental care

Did you know?

Appointments are available if you have a dental problem that needs to be treated urgently.

You can:
1. Contact an NHS dentist
2. Book an appointment at an urgent dental access centre
3. Contact 111.nhs.uk or call 111

Find out more at:
https://northeastnorthcumbria.nhs.uk/here-to-help-you/nhs-dentistry

Treat urgent dental problems

You can make an urgent dental appointment if you have problems like:

- Toothache that doesn't stop or ease with over-the-counter pain relief
- Swelling in the mouth or face
- Broken or knocked-out teeth
- Bleeding from the mouth or gums

Find out more at:
https://northeastnorthcumbria.nhs.uk/here-to-help-you/nhs-dentistry

Does your child have a dental problem that needs to be treated urgently?

There are 3 ways to find an appointment:

1. Contact an NHS dentist
2. Book an appointment at an urgent dental access centre
3. Contact 111.nhs.uk or call 111

Find out more at:
https://northeastnorthcumbria.nhs.uk/here-to-help-you/nhs-dentistry