

Frequently Asked Questions

West Midlands out of hours dental services consultation

Question	Answer
Why are the out of hours dental services changing?	We are proposing changes to out of hours dental services across the West Midlands. We are doing this in order that services will better meet the current and future needs of people living in the West Midlands and will be fair and consistent for everyone. The changes will ensure better access than the current services offer.
If I have an emergency, why can't I go to my normal dentist?	You can and should ask your normal dentist for an urgent appointment. The out of hours services are for people who cannot get an appointment with their normal dentist or who don't have a dentist but need help when normal practices are closed.
Can't I go to my GP for urgent dental care?	No. GPs are not the best people to treat dental problems. Dentists can provide appropriate treatment for your problem. GPs should refer people with dental problems to a dentist.
Can't I go to A&E for urgent dental care?	No. A&E is not the best place to treat dental problems. A&E departments don't have dentists or the facilities to treat dental problems.
Why do I have to travel to reach a dentist who will see me out of hours or as an emergency?	Less than 1% of the population use out of hours dental services. These services are only for urgent dental problems when other dental services are closed. They do not replace routine services where most dental problems should be treated during working hours.
Will the opening hours change from the times that out of hours dentists are open now?	We are proposing a change to the way services are delivered that includes longer opening hours. We are also looking to ensure that people who use public transport can get to these dentists especially on Sundays and bank holidays and that anyone who needs the service can have a better choice of appointment times.
Can't I wait for my dentist to open?	Yes. You can wait for your usual dentist to open and can arrange an urgent appointment during normal opening hours.
Can anyone go to out of hours dental service or does it have to be an urgent case?	The out of hours dental services can only treat people who have an urgent dental problem. NHS111 will advise whether you need to receive urgent dental care out of hours or not.
Where will I find my nearest out of hours dental surgery?	You should contact NHS111.