

## Email from BDA Wales

### 111 Review of Urgent and Emergency Dental Care in Wales

Dear LDC representative,

The project on an all Wales NHS 111 triage service for the emergency dental service has asked for your input on the definitions and conditions of emergency care. Please see below and email me any comments that you have or fill in the comments section of the spreadsheet:

'The *'Definitions, time and location'* sheet provides definitions of emergency, urgent and routine dental care and outlines the likely appropriate timescales and locations for each. **Any comments on these are gratefully received.**

The *'Conditions'* sheet goes into more detail about specific conditions patients may contact dental helplines for. It outlines six categories (bleeding; swelling and infection; pain; dental trauma; fractured, loose or displaced restorations; other) and a number of commonly occurring conditions within each. This is not intended to be a comprehensive list of all dental problems, but should capture the majority of reasons why patients may seek unscheduled dental care. Each condition has been categorised as to whether it is emergency, urgent or routine, and assigned a timescale within which patients should be assessed by a clinician. *'Likely treatment options'*, *'diagnostic kit'* and *'treatment kit'* columns describe the treatments *most commonly* provided for each condition, and outlines the minimum kit needed to provide the treatment outlined (we have not outlined kit requirements for conditions requiring routine dental care as this are normally managed within dental practice). **We would welcome any feedback on any of the information contained within this sheet, and specifically:**

- **commonly occurring urgent or emergency dental conditions that have been omitted;**
- **any thoughts on items of diagnostic and treatment kit commonly used in the management of urgent and emergency conditions that hasn't been included within.'**

Many thanks,

Christie

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