

Primary Care Unit

Information for patients and careers

Service name	Primary Care Unit
Division	Surgery, Head & Neck
Hospital	University of Bristol Dental Hospital
Description of service (for public)	Weekday emergency service
General contact details	0117 342 4383
Conditions treated (for each condition, please provide a short description)	<p>Emergencies – Weekday mornings in Primary Care Unit</p> <p>Emergency dental care can be accessed by patients, who are not registered with a dentist, via the Primary Care Unit at the Dental Hospital, Monday to Friday patient's shall attend before 10.00am (doors open at 8.00 am). This service is provided by supervised dental students on a predominantly first come first served basis.</p> <p>The Primary Care Unit's main objective is to teach undergraduate dental students. We attempt to see all patients who attend but this is not always possible. You may have a long wait to see somebody. Children in pain and those with severe dental problems are usually given priority.</p> <p>If you are currently under treatment from your own dentist we are unable to accept you for treatment unless you have a referral letter from them.</p> <p>If accepted for assessment that day, you will either be allocated a patient treatment slot or asked to wait and see a nurse who will either allocate you a treatment slot or give advice as to where you may be treated.</p> <p>If you are accepted for treatment, please be patient. You are allocated to a particular student or staff member so it may appear that patients who arrived after you are being seen before you. This depends upon patients presenting problems and the speed at which staff can see and treat their allocated patients.</p> <p>For emergencies at other times contact the NHS DIRECT on 0845 46 47.</p>
Treatments offered (for each treatment, please provide a short description)	Temporary pain relief.

Patient information leaflets

There is a wide range of high quality patient information leaflets available. Some of these may well be suitable for your patients to access on the website. Please visit <http://nww.avon.nhs.uk/dms/> and select 'Patient Information' then 'University Hospitals Bristol NHS Foundation Trust', all the leaflets are then organised by Division and service. Please identify the appropriate leaflets for your service and enter their names into the box below, along with the DMS link to the leaflet.

Current patient information leaflets for this service	None
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Information for GDPs

Description of service (for GDPs)	There is a service for acute emergencies accompanied by a referral from practitioners. Dentists who refer patients should inform the Primary Care Unit of the patient's details and reason for referral, before sending the patient in with the referral letter, by telephoning: 0117 342 4375
Referral information	Where possible, please refer patients using the generic BDH referral proforma. Urgent referrals contact department by phone 0117 342 4375/76