

Changes to the patient pathway for urgent dental care services

With effect from 1 April 2019

As part of the Yorkshire and Humber integrated urgent care pathway, NHS England has developed a strategy for local urgent dental care (UDC) services that will provide dedicated, responsive and reliable dental triage and booking patients into the most appropriate care.

There are three parts to the UDC patient pathway.

1. Patients should call 111- Patients >5 years with an urgent dental problem will be transferred to the dental Clinical Assessment and Booking Service (CABS); Non- dental problems and patients <5 years old will be assessed by the provider of NHS 111 for Yorkshire and Humber. Patients can also access <https://111.nhs.uk/>
2. Dental Clinical Assessment and Booking Service (CABS);
3. Urgent dental care provided by Urgent Dental Treatment services (UDTs), as well as UDC provided within existing general dental practice contracts.

Recent procurements have allowed for the introduction of new providers (with effect from 1 April 2019).

Service	Provider
NHS 111 and NHS 111 Online	Yorkshire Ambulance Service
Clinical Assessment and Booking Service	Local Care Direct (LCD)
Urgent Dental Treatment in Humber, Coast and Vale	Night Dental

Attached is an information sheet and flow diagram to illustrate the patient journey for people requiring urgent dental treatment.

The changes came into effect on 1 April 2019. NHS England is creating patient literature and posters and these are expected to be circulated soon.

If you have any queries contact england.yhdentalreturns@nhs.net.