

Accessing NHS dental care in the North East and North Cumbria

November 2025

North East and North Cumbria Integrated Care Board (ICB) has a plan to improve oral health and increase access to NHS dental care across the North East and North Cumbria.

This briefing outlines how patients in the region can find and access NHS dental care.

This information is available to the public on the ICB's website at <https://northeastnorthcumbria.nhs.uk/here-to-help-you/nhs-dentistry>.

How to access NHS dental care

There are four ways patients can access NHS dental care:

1. Contact an NHS dentist

NHS dentists provide routine dental care and urgent care appointments during their normal working hours.

Patients should contact their regular dentist if they have one or they can find an NHS dentist at <https://www.nhs.uk/service-search/find-a-dentist>.

If patients have an urgent care issue and cannot get an appointment with an NHS dentist, they can contact the services below. See appendix 1 for the criteria for urgent care appointments.

2. Contact dentists that have extra urgent appointments

Selected dentists across the region have extra urgent appointments. A list of contact details for those practices can be found on the ICB's website at: <https://northeastnorthcumbria.nhs.uk/here-to-help-you/nhs-dentistry>

Patients can ask for an urgent appointment at any of the practices listed.

The number of urgent appointments available at each practice will vary across the days and weeks, so we cannot guarantee an appointment will always be available.

3. Book an appointment at an urgent dental access centre

Urgent dental access centres offer appointments to diagnose and treat urgent dental problems.

www.northeastnorthcumbria.nhs.uk 

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Patients can book their own appointment at an urgent dental access centre at <https://northeastnorthcumbria.nhs.uk/here-to-help-you/nhs-dentistry>.

More information about urgent dental access centres is available in appendix 2.

4. Contact NHS 111 for urgent care

Patients should contact 111.nhs.uk or call 111 if they cannot find an urgent appointment with any of the NHS dental services above and they have:

- Severe toothache that causes pain that does not stop or cannot be eased by over-the-counter painkillers.
- Dental abscess infections that cause swelling, pain and possibly fever.
- Broken or knocked-out teeth.
- Bleeding in the mouth following a dental procedure or an injury that does not stop by itself but can be controlled. If bleeding cannot be controlled in any way, emergency care may be needed.
- Swelling in the mouth or face that could be a sign of infection.
- Fractured, loose or displaced fillings causing pain.
- Severe bleeding from gums or conditions affecting other soft areas of the mouth (such as cheeks or tongue).

The NHS 111 health advisor will talk to the patient about their needs.

If they do not need help right away, the health advisor will give the patient advice on how to treat the problem themselves until they can get an appointment.

If the patient does need urgent help, NHS 111 may be able to find them an appointment during normal working hours at an urgent dental access centre or at an out-of-hours treatment service.

Most general hospitals do not have an on-call dental service for dental pain so patients should visit 111.nhs.uk or call 111 for emergency dental care.

Patients should only go to A&E or call 999 if they have:

- Serious injuries to the face, mouth, jaw or teeth
- Heavy bleeding from the mouth that will not stop
- Severe swelling of the mouth, lips, throat or neck, and difficulty breathing or opening 1 or both eyes
- Any injury to the head or face that has caused them to lose consciousness, vomit, or have double vision

Region-wide information campaign

The ICB is currently developing a region-wide information campaign to raise awareness of these services and how to access them. The campaign will also encourage people to look after their teeth and gums to prevent oral health conditions and dental disease.

A campaign toolkit will be provided to regional partners to share campaign materials with their stakeholders and audiences.

Further information

Appendix 1: What is urgent dental care?

Patients can access urgent dental care if they have:

- Severe toothache that causes pain that does not stop or cannot be eased by over-the-counter painkillers.
- Dental abscess infections that cause swelling, pain and possibly fever.
- Broken or knocked-out teeth.
- Bleeding in the mouth following a dental procedure or an injury that does not stop by itself but can be controlled. If bleeding cannot be controlled in any way, emergency care may be needed.
- Swelling in the mouth or face that could be a sign of infection.
- Fractured, loose or displaced fillings causing pain.
- Severe bleeding from gums or conditions affecting other soft areas of the mouth (such as cheeks or tongue).

They can also ask for an urgent dental appointment if they are worried about conditions like:

- Mild or moderate pain that eases with pain relief
- Minor dental trauma
- Bleeding after having a tooth taken out
- Loose or displaced crowns, bridges and veneers
- Fractured or loose-fitting dentures and other appliances
- Fractured posts that do not cause pain
- Fractured, loose or displaced fillings that do not cause pain
- Bleeding gums

Appendix 2: Urgent Dental Access Centres

What does a UDAC do?

A UDAC provides appointments to diagnose and treat urgent dental issues and conditions listed in appendix 1.

UDACs do not offer routine dental care, like check-ups.

Who can use a UDAC?

Anyone can use a UDAC if they have one or more of the urgent problems in appendix 1 and:

- are not currently getting ongoing treatment from an NHS dentist

- cannot get an urgent appointment at a local high street dentist

Patients can visit any UDAC in the network, not just the one closest to them.

Normal NHS charges and exemptions apply.

How many appointments are available?

The UDAC network will offer almost 109,000 urgent dental appointments in the North East and North Cumbria every year.

A limited number of 30-minute appointments will be available at each centre daily. Priority will be given to those people with the greatest clinical needs.

How many UDACs are there?

There are 23 UDACs across the North East and North Cumbria.

County Durham	
Durham City Urgent Dental Access Centre	Framwellgate Dental Practice, 20-21 Front Street, Framwellgate Moor, DH1 5EJ
Barnard Castle Urgent Dental Access Centre	The Castle Dental Practice 39 Galgate, Barnard Castle, DL12 8EJ
Peterlee Urgent Dental Access Centre	Castle Dene Dental Surgery, 9-11 Burnhope Way, Peterlee, SR8 1BT
North Cumbria	
Carlisle Urgent Dental Access Centre	Cumbria Health, 4 Wavell Drive, Carlisle, CA1 2SE
Whitehaven Urgent Dental Access Centre	SJ Smith, 3 Scotch Street, Whitehaven, Cumbria, CA28 7BL
Northumberland	
Alnwick Urgent Dental Access Centre	Genix Healthcare, Unit 10, Cawledge Business Park, 10 Linnet Ct, Alnwick, NE66 2GD
Blyth Urgent Dental Access Centre	My Dentist South, 323 Cowpen Road, Blyth, NE24 5EZ
Hexham Urgent Dental Access Centre	Alpin Dental, Hexham, Northumberland, NE46 2EQ
Tyne and Wear	
Gateshead Urgent Dental Access Centre	ParkView Family Dental, 1 Park View, Sunderland Road, Felling, Gateshead, NE10 9ND
Jarrow Urgent Dental Access Centre	Grange Road West Dental Practice, 6 Grange Road West, Jarrow, NE32 3JA

Newcastle East Urgent Dental Access Centre	My Dentist East - Walker 572 Welbeck Road, Newcastle upon Tyne, NE6 3AB
Newcastle Outer West Urgent Dental Access Centre	The Dental Care Clinic, Stamfordham Road, Westerhope, Newcastle upon Tyne, NE5 2LH
North Shields Urgent Dental Access Centre	North Shields Dental Practice, 24 Northumberland Square, North Shields, NE30 1PW
South Shields Urgent Dental Access Centre	1a Dentist 74 Fowler Street, South Shields, NE33 1PD
Sunderland Central Urgent Dental Access Centre	Silver & Charlton 50 John Street, Sunderland, SR1 1QH
Sunderland North Urgent Dental Access Centre	Silver & Charlton 1 Atkinson Road, Sunderland, SR6 9AR
Tees Valley	
Darlington Urgent Dental Access Centre	Burgess & Hyder Firthmoor Community Centre 56 Burnside Road, Darlington, DL1 4SU
Eston Urgent Dental Access Centres	Eston Dental Practice 15 Jubilee Road, Eston, Middlesbrough, TS6 9EP
Hartlepool Urgent Dental Access Centre	Bentley Mathieson Dentalcare, Stamford House, 22 Victoria Road, Hartlepool, TS26 8DD
Middlesbrough East Urgent Dental Access Centre	My Dentist Middlesborough, Unit HB, Cleveland Retail Park, Skippers Lane Industrial Estate, Middlesbrough, TS6 6UX
Middlesbrough West Urgent Dental Access Centre	Roman Road Dental 61 Roman Road, Linthorpe, Middlesbrough, TS5 5PH
Normanby Urgent Dental Access Centres	Normanby Dental Practice, 13-17 High Street, Normanby, TS6 0NQ
Stockton South Urgent Dental Access Centre	Yarm Lane Dental Practice, 59 Yarm Lane, Stockton-on-Tees, TS18 3DX

How do people get an appointment at a UDAC?

Members of the public can book their own appointments by using the online booking system on the ICB's website:

<https://northeastnorthcumbria.nhs.uk/here-to-help-you/nhs-dentistry>

UDAC appointments can be booked via NHS 111 – but patients should only contact NHS 111 if they are unable to access urgent care appointments from a high street dentist or book their own UDAC appointment online.

UDACs are not a walk-in service so appointments must be booked.