

## Managing dental and oral presentations in community pharmacy

These factsheets have been developed jointly by pharmacists and dentists to support community pharmacy teams to manage urgent dental and oral symptoms and to signpost patients to other services where indicated.

A survey in 2014 of unscheduled dental services, highlighted that at least 40% of patients accessed out of hours dental services via NHS 111, with many patients visiting emergency departments who could be managed in other services including community pharmacies

Dental symptoms are one of the most common symptom groups for callers to NHS 111, particularly at weekends. The 2014/15 Learning and Development pilots utilised pharmacists to provide advice for patients with dental symptoms whilst waiting for an appointment at a dental service.

Community pharmacy teams can offer patients advice about suitable pain relief, promote good basic oral hygiene and provide ongoing support to patients once the acute problem has resolved. These factsheets cover a range of dental and oral conditions where pharmacies can meet urgent care needs through providing advice on oral health and signposting to dental and other urgent and emergency care services.

The factsheets cover the following dental and oral conditions:

- Oral ulcers
- Teething
- Muscular (myofascial) pain / jaw joint pain
- Dry mouth
- Lost fillings or crowns
- Pericoronitis – gum inflammation surrounding and erupting wisdom tooth
- Bleeding and swollen gums
- Fractured dental appliances
- Chipped or fractured teeth
- Bleeding after tooth extraction
- Toothache

For more information on the role of pharmacy in meeting people's urgent care needs, please access the CPPE distance learning programme "Urgent Care – A Focus for Pharmacy".



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