

Accessing NHS Dental Treatment in St Helens.

April 2021

Report produced by the
Healthwatch St Helens
Support Team



Background

During the first few months of 2021, we received a number of enquiries about dental treatment in St Helens that was much higher than usual. The people we spoke to were struggling to find a dentist who could provide NHS treatment, with many having a waiting list of 3 months or more.

There is a massive backlog of patients waiting to access NHS treatment nationally. The COVID-19 pandemic has led to practices being able to offer considerably less appointments each day due to the cleaning that is required between each patient being in the surgery.

What did we do?

We contacted all dental practices in the borough to find out what the situation was with each practice. We have compiled a list which includes the contact details, whether there are taking on new patients and whether they have a waiting list. We also highlight which practices are dementia friendly. You can find the list at the end of this report.

What you should do if you need dental treatment.

To find a dentist in your area go to: www.nhs.uk

For emergency dental treatment you should call the emergency dental helpline on: 0161 4769651.

(This is part of a dental network offering emergency appointments across Cheshire and Merseyside. It has a Manchester number but is charged at local rate. It is usually easier to get through on the telephone in the mornings.)

There have been recent changes in how emergency dental treatment is offered. The service no longer sits with just one practice but is spread across a number of practices, who will provide emergency treatment and any follow-up treatment that is required.

You can contact practices in your area directly, to ask whether they offer emergency dental treatment.

For anyone who is housebound, severely disabled or is unable to access dental treatment, in exceptional circumstances:

- **Special Care Dental Service - 01744 731 395**
This has very strict criteria and requires a referral from someone such as a medical professional or care worker.
-

Dentists in St Helens

Dental Surgery	Contact No.	Taking on NHS Patients	Reason	Waiting List
Lauren Villa 261 Prescott Road St Helens WA10 3HG	01744 24631	Not taking on until end April 2021	Full	No waiting list – need to call back
Newtown (No.1) Ltd 93 Broadway St Helens WA10 5PJ	01744 24031	Not taking on at the moment	Due to the Covid-19 situation	No waiting list
Newtown Dental Centre 161 Cambridge Road St Helens WA10 4HA	01744 20299	Not taking on at the moment	Due to the Covid-19 situation	No waiting list
Windle House 1 Spray Street St Helens WA10 2NN	01744 820404	Not taking on at the moment – maybe end April 2021	Have a large backlog due to Covid-19	Have a waiting list
Corner Dental Surgery 146 Duke Street St Helens WA10 2JL	01744 23677	Not taking any enquiries over the phone - need to email them		
Corner Dental Surgery 89 Atherton Street St Helens WA10 2DS	01744 23677	Not taking any enquiries over the phone – need to email them		
Lowe House Dental 103 Crab Street St Helens WA10 2DJ	01744 750701	Not taking on at the moment	Full due to Covid-19 situation	Have a waiting list but it is very long, could be a while before they take anyone on
St Helens Family Dental 36-38 Claughton Street St Helens WA10 1SN	01744 28225	Not taking on	Currently full and have a large backlog	No waiting list
Barrow Street Dental 20 Barrow Street St Helens WA10 1PX	01744 26566	Not taking on – only seeing emergencies, if in pain	Working through backlog due to Covid-19	No waiting list

Accessing NHS Dental Treatment in St Helens

My Dentist Victoria Square St Helens WA10 1HQ	01744 22595	Not taking on NHS at the moment only those on 'My Options' scheme	Currently full	Have a waiting list which they are currently working through
183 Dental 183 Warrington Road, Prescot L35 4AF	0151 426 5474	They are a private practice. Only taking on NHS Children	Currently full	Waiting list of a few months long
Prescot House Dental 3 High Street, Prescot, L34 3LD	0151 426 6460	Not taking on at the moment	Currently full	No waiting list – need to ring back end April 2021
My Dentist Warrington Road Rainhill, L35 4LL	0151 426 7931	Not taking on at the moment	Full due to Covid-19 situation	No waiting list
Parr Dental Surgery Talking Teeth Practice 162 Parr Stocks Road St Helens WA9 1PB	01744 738385	Not taking on at the moment	Currently full	No waiting list – ring after Easter
JE Thorpe & Associates 303 – 305 Mill Lane St Helens WA9 4EN	01744 813803			
Alverna House Dental 45 Blackbrook Road St Helens WA11 9QA	01744 739600 Dementia- friendly	Not taking on at the moment	Currently full	Have a waiting list of over 400 people at present
Origins Dental Whiston Primary Care Resource Centre Whiston L35 3SX	0151 426 4066	Not taking on at the moment	Currently full due to Covid-19 situation	No waiting list
Junction Lane Dental 40 Junction Lane St Helens WA9 3JN	01744 810563	Not taking on at the moment	Catching up with their own patients	No waiting list
Haydock Dental Practice 252 Church Road Haydock WA11 0LE	01942 725306	Not taking on at the moment	Currently full	No waiting list – ring after Easter

Rainford Dental Practice 13 Church Road Rainford WA11 8HE	01744 882222	Not taking on at the moment	Full due to Covid-19 situation	No waiting list
My Dentist 14 Greenes Road Whiston Prescot L35 3RF	0151 430 9373	Not taking on at the moment	Full – currently working their way through their own backlog – currently at July 2020	No waiting list – ring them end April/ beginning May 2020
The Alders Dental 82 Cross Lane Newton-le-Willows WA12 9QB	01925 225997 Dementia- friendly	Not taking on at the moment	Currently full	No waiting list
Newton Dental Practice 67 Wargrave Road Newton-le-Willows WA12 9RH	01925 225971 Dementia- friendly	Not taking on at the moment	Full to capacity	Can put people on a waiting list but unsure of times
High Street Dental 62-64 High Street Newton-le-Willows WA12 9SH	01925 220486	Not taking on at the moment	Currently full	Starting to take on in May but can ring now to register

Thanks to colleagues at NHS England and the St Helens Wellbeing services for providing us with information that supported our work.

Thank you to the staff at dental practices who gave us what information they had.

Contact us

Healthwatch St Helens

The Beacon, College Street, St Helens, WA10 1TF

Telephone: 0300 111 0007

Email address: info@healthwatchsthelens.co.uk

Twitter: @HWStHelens

Facebook: facebook.com/@Healthwatchsthelens

Website: www.healthwatchsthelens.co.uk

Please note that the Healthwatch St Helens Support Team are currently working from home but we can still be contacted by telephone, email or through our website.
