

We aim to manage our appointment system to avoid delays in appointment times and to minimise the number of cancellations and missed appointments.

### **We will endeavour to:**

- Manage our appointments so that treatment is booked no more than 8 weeks ahead
- See you within 20 minutes of your appointment time and explain the reason for any delay.
- Remind you of the date and time of your appointment(s) by text, email or phone (as preferred)
- Provide you with as much notice as possible when appointments need to be changed or cancelled
- Tell you if there is a change to the dentist you are expecting to see

### **In return we ask patients to:**

- Participate in your dental treatment, particularly regarding advice about prevention and diet that we have asked you to continue at home
- Arrive on time for appointments. We may need to ask you to rebook if you are more than 10 minutes late.
- Provide at least 48 hours' notice if you are unable to attend your appointment.
- Advise us of any changes to contact details to help us keep our records up to date.
- Treat our staff with courtesy and respect. Our team will never shout or swear at a patient, and we expect the same in return. Any patient found in breach of this policy will need to find alternative dental care.
- Pay for your treatment in line with our Payment Policy.

### **Missed appointments**

There is extreme pressure on our appointment book and missed appointments mean that surgery time is wasted, when this could have been used helping another patient, who might be in pain.

### **New Private Treatment Appointments**

When a new private patient requires treatment, or an NHS patient chooses to have private treatment, a deposit of between £50-£100 will be taken depending on the appointment length, or number of appointments required. This is non-refundable if the patient fails to attend the appointment.

### **Private Missed Appointment Fee**

Existing private patients who fail to attend two appointments within a 12 month period will incur a missed appointment fee based on £100/hr for the missed appointment. This will need paying before they can rebook the missed appointment.

### **NHS Appointments**

We are unable to charge NHS patients for missed appointments but NHS patients that fail to attend two appointments within a 12-month period without giving any notice, will be removed from our NHS patient list and unable to book any further NHS appointments. This policy will be explained in our letters to the patients. The patient can appeal the decision in writing and may be invoiced for any outstanding balance.

NHS patients who do not attend the practice for over 2 years will be removed from our NHS patient list.

NHS treatment ideally needs to be completed within 3 months of it starting, or being identified, and if the relevant appointments are not booked and attended within this timescale the dentist will close the course of treatment. The patient may then have to book in for another check-up and start a new course of treatment. We will contact the patient twice to try and get the required appointments booked in.