

### Practice Policy on any Failed Appointments

At our practice we will endeavour to always manage our appointment system to avoid delays in our patient's appointment times and minimise the loss of surgery time through cancellations and failed appointments.

In our Practice we:-

Communicate with patients in a courteous, friendly and professional manner at all times, as we would wish to be spoke too.

Make sure that all of our patient's receive full information about our services, their treatment and all the costs involved.

Provide advice and treatment outside normal surgery hours where necessary, backed by out of hours 111.

Refer patients for further professional advice and treatment where appropriate.

In our Practice we will:-

Manage our appointment system so that treatment appointments are booked no more than 10 - 12 weeks ahead where possible.

Ensure that patients should have to wait no longer than 10 minutes to be seen. Where there is a further delay we will explain the reasons.

Attempt a courtesy call to remind our patients by phone or e-mail (as preferred) for all their appointments when staffing levels permit.

Monitor our waiting times for (i) treatment and (ii) for booking appointments.

Provide as much notice as possible when appointments have to be changed or cancelled and explain the reasons for this.

Advise all patients if there is a change of dentist/hygienist for their scheduled appointments.

In return, we would like you to:-

Participate in your dental treatment, particularly any advice about prevention and diet that we have asked you to continue at home.

Advise us of any changes to any of your personal contact details to keep our records up to date and ensure we are able to contact you.

Arrive on time for your appointment. Please give the practice at least 24 hours notice if you are unable to keep your appointment.

We may charge for any missed Independent appointments where we have NOT been notified (dentist discretion).

NHS patients who miss an appointment on more than two occasions without notification please be advised that we may review the future provision of your NHS dental treatment at this practice, you may have to seek the care of another dentist.