

Appointments policy

We endeavour to manage our appointments system to avoid delays in appointment times and minimise loss of surgery time through cancellations and failed appointments.

Practice appointment system

- We manage our appointments so that treatment appointments are booked no more than 4 weeks ahead
- We try not to keep you waiting and to see you on your appointment time. Where there is a delay, reception or nursing staff will explain the reasons.
- We will remind you of your appointment by phone the day before, or for Monday appointments your reminder will be Friday the previous week.
- If we need to change or cancel an appointment, we will give you as much notice as possible and explain the reasons.
- We will let you know if there is a change in the dentist that you will see and explain the reason for the change.

Communications

- We will be courteous, friendly and professional always.
- We will respond promptly to telephone calls
- You will receive full information about our services and our policy for collecting fees, including the methods of payment that we accept
- We will explain your treatment options and costs, answer your questions and allow you time to consider what's best for you
- We will provide a treatment plan and estimate of costs for each new course of treatment and seek your full and specific consent before providing any treatment
- We will provide urgent advice and care during practice hours as soon as is practicable. Outside normal surgery hours you can leave a message or send an email.
- We will refer you for further professional advice and treatment when appropriate
- We will respond to correspondence within five days of receipt
- We encourage you to provide feedback; we will listen to your views and learn from them
- We make it easy for you to complain or raise a concern about any aspect of the care or service that you have received. Our procedure for dealing with complaints is available

We ask that you

- Participate in your dental treatment, particularly any advice about prevention and diet that we have asked you to continue at home
- Arrive on time for your appointment
- Let us know if you are unable to keep your appointment; please give at least 24 hours' notice. If you miss an appointment on more than one occasion without letting us know, we may need to review future provision of treatment for you at the practice and a charge will be added to your account.
- Tell us if your contact details (address, telephone numbers, email) change so that we can keep our records up to date and ensure that we are able to contact you
- Treat our staff courteously; they will do their best to help meet your needs



Failed to Attend (FTA) policy

A patient failing to attend a dental appointment is a cause of frustration for the practice, impacting its ability to run effectively. We try to reduce the number of failures to attend and its impact on the practice by providing telephone reminder call 24 hours prior to their appointment.

However, if a patient does fail to attend their appointment:

- They will be given a follow up call within 24 hours of failing to attend the appointment to find out the reason for this and a charge will be added to your account for non-attendance if this is not the first FTA.
- If a patient fails to respond to telephone calls, a letter will be sent to their home address asking to contact the practice. If they fail to attend a second appointment and contact is unreachable, any further appointments will be cancelled.
- In extreme circumstances if the patient does not attend for appointments or is unreachable, they will be de-registered from the practice.

New Patient FTA

If a new patient misses their appointment, (this would be the first time attending the practice for a full mouth exam assessment and radiographs) they:

- are given another chance to re-book this.
- If they then fail to attend for the second time the practice has a right to keep the deposit fee that was made upon booking the appointment.
- If they contact the practice to re-book a third time, then they must pay a new patient fee again to secure an appointment.

We take these measures as surgery time is very important and we are a busy running practice, if we were made aware a patient is not attending then those appointment times can be offered to other patients.