



Practice 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 within 15 minutes of your appointment time. Where there is a delay, we will explain the reasons.
- We monitor our waiting times for treatment and for booking appointments.
- 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 and emails received.
- 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 the best course of treatment 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 contact the Emergency Dental Helpline on 111 in case of an emergency.
- 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.

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 48 hours' notice. If you are a private patient or are receiving private treatment, we will charge for missed appointments where we have not been notified within 48 hours. If you are an existing NHS patient and miss an appointment on more than one occasion without letting us know or without enough notice (48 hours), we will review future provision of NHS treatment for you at the practice. If you are a new NHS patient in your first course of treatment with us and you miss an appointment without letting us know or without enough notice (48 hours), we will review future provision of NHS treatment with us.
- A fee will be charged for private missed appointments. Appointments that are cancelled with less than 48 hours notice will be charged at £2 per minute of the appointment time. Appointments where a patient has failed to attend but has not informed us will be charged at £2.50 per minute of the appointment time. The amount charged will be capped at the cost of the item treatment being carried out at that appointment.
- 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.

Date: 10/02/23

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