

Practice Policy on Appointments OSDC

At our practice we will endeavour to manage our appointments system to avoid delays in appointment times and minimise loss of surgery time through cancellations and failed appointments. To manage our appointment system effectively and provide high quality service, it is important that patients attend their appointments as planned.

Appointments can be made or rescheduled by calling 02072535982.

In our practice we will:

- Communicate with patients in a courteous, friendly, professional manner
- Make sure that patients receive full information about our services, their treatment and its cost
- Provide advice and treatment outside normal surgery hours where necessary
- Refer patients for further professional advice and treatment where appropriate

In our practice we will:

- Manage our appointments system so that treatment appointments are booked no more than 3 weeks ahead
- Ensure that patients should have to wait no longer than 15 minutes to be seen. Where there is a further delay, we will explain the reason
- Remind patients of their appointment via email or text (as preferred)
- Monitor our waiting times for treatment and booking appointments
- Provide as much notice as possible when appointments have to be changed or cancelled and explain the reason
- Advise patients if there is a change of Dentist

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

- 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 missed private appointments where we have not been notified, OR (for NHS patients) if you miss an appointment on more than one occasion without letting us know, we may need to review future provision of NHS treatment for you at practice
- Advise us of any changes to your contact details (address, telephone number, email) to help us keep our records up to date and ensure that we are able to contact you

Reminders

Text reminders are sent automatically 2 days before appointment and patients are requested to inform the practice of any changes to their contact details.

Please note that text reminders are sent as courtesy and texts may not be sent/received for reasons out of our control (IT failure, change of mobile number etc). Therefore, failure to attend by not receiving a text message will not be considered a valid exception of our policy.

If you are unable to keep your dental appointment, please call the clinic giving at least 24 hours notice on 02072535982 (out-of-hours you may alternatively leave a voice mail, or email the clinic). If less notice is given without a valid reason, the appointment will be considered to have been failed to attend and may incur a charge.

Rescheduling or delay of appointments by the Practice

We will only reschedule or delay a patient's appointment in unavoidable circumstances, in such cases we will:

- Contact the service user as soon as possible, as we are aware of the need to reschedule or delay and explain the reason
- At the time of contact we will offer the earliest next available appointment

Cancellation of an appointment or a missed appointment by a patient

Failure to attend is defined as:

- Arriving late for appointments (10 minutes or more)
- Not arriving for an appointment
- Short-notice cancellation (less than 24 hours notice)
- Failure to attend due to not receiving text reminders

NHS Appointments

We have a firm policy regarding non-attendance of NHS appointments.

Patients who fail to attend two NHS dental appointments are unlikely to be offered any further appointments with NHS (missed appointments do not have to be consecutive).

Your dentist can terminate your treatment if you miss your appointment without letting the practice know. You may then need to pay again for a new course of treatment.

While practice cannot charge you for missed NHS appointments, NHS England has the right to ask you to find another surgery if you continue to miss appointments.

Independent Appointments

Patients who attend Independent (private) appointments will pay a deposit fee. If the appointment is cancelled by a patient at short notice (less than 24 hours' notice, OR 48 hours notice for extended/Specialist's appointments) or missed, then the deposit will be lost and a new fee will need to be paid before a new appointment can be booked. If more than two Independent appointments are missed, future appointments may not be offered. The final decision is at the discretion of the Practice Owner.