



### **Failed Appointment Policy**

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.

#### ***In our practice we***

- 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 (Other than our hygienists)
- 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.
- Remind patients of their appointment by phone, email or text (as preferred) for all appointments.
- 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
- 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
- Maintain regular examinations as per recall request from your dentist. ***Please note that NHS patients must be seen within a 3 year cycle for an examination or you will lose your NHS registration at the practice.***
- 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 appointments where we have not been notified ***OR (for NHS patients) If you miss an appointment on more than two occasions without letting us know, we may need to review future provision of treatment for you at the practice, which may result in deregistration.***
- Advise us of any changes to your contact details (address, telephone numbers, email) to help us keep our records up to date and ensure that we are able to contact you

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