

High Ash Dental Surgery 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 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.
- Where the length of your appointment is longer than 15 minutes, we will remind you of the day and time of your appointment by text, email or phone (as preferred)
- We monitor our waiting times for (i) treatment and (ii) 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 try to respond promptly to telephone calls but may ask you to 'hold' with checking first.
- 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 for you
- We will provide a treatment plan and estimate of costs for each new course of treatment (if Band 2, Band 3 or private) 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 we have an answer machine which gives advice and information on out of hours services. 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 from the notice board at reception and by request to the receptionist/practice manager
- 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
- 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

CANCELLATIONS/MISSED APPOINTMENTS

- *Please treat our staff courteously; they will do their best to help meet your needs.*
- If you are unable to keep your appointment, please let us know; you must give at least 24 hours' cancellation notice otherwise it will be noted on your dental records as a "failed to attend" missed appointment. If we are closed, please leave a message on the answer phone.
- **Please remember, missed appointments including late cancellations means wasted dental clinic time. This is precious time when we could be seeing other patients in pain. Be mindful, it is costly not only to the NHS but to our business as we still have overhead fees (staff wages, bills etc).**
- **NHS patients-** *If you **miss** an appointment on **one or more occasion** (or cancel at short notice) without letting us know, we will review future provision of treatment for you at the practice. Please respect NHS dentistry by always attending your appointments.*
- **Independent/Private/Practice plan patients -** *If you miss an appointment on one or more occasion without letting us know or you do not give at least 24 hours cancellation notice, we may need to review future provision of treatment at the practice or you may incur a wasted appointment fee.*

IF you do not attend our practice for 2 years or over we may not offer you another appointment here.

Date reviewed: 19/11/2024

Any changes: No

Next Review due: Nov 2025