

## Appointments 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
- Refer patients for further professional advice and treatment where appropriate

### In our practice we will endeavour to

- 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 reasons.
- Remind patients of their appointment by phone, email or text 2 days before their appointment.
- 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.
- Arrive on time for your appointment. Arriving a few minutes late has a snowball effect and makes us run late for the patients after you. We do not want to rush your treatment and we may need to ask you to rebook if you are more than 5 minutes late.
- Please consider the needs of other patients and give the practice at least 48 hours notice if you are unable to keep your appointment.
- 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.
- Treat our staff with courtesy and respect. Our team will never shout or swear at a patient and we expect the same in return. Any patient found in breach of this policy will need to find alternative dental care. Please respect the team that looks after you.

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### Cancellations and Missed Appointments

#### Private Appointments

We will charge for missed appointments or appointments cancelled at short notice. The fee is £15 per 10 minutes. The practice cannot be responsible for individual travel arrangements and appointments missed due to transport problems or running late due to traffic or tube problems will still incur a fee.

#### Hygienist Appointments

If you miss a hygienist appointment your £20/£40 deposit will be retained, if you are late for a hygienist appointment depending on how much time is left of your appointment you will be given the remaining time left on the appointment or the deposit will be taken.

#### Absence Due to Ill Health

If you are sick and cannot attend your appointment, please let us know as soon as possible (you can leave us a voicemail out of hours) or email us to avoid a fee for a late cancellation. Cancellations with under 24 hours notice will incur a fee.

#### NHS Appointments

If you miss an appointment on more than one occasion without letting us know, we will need to review future provision of treatment for you at the practice.

Cancelling your appointment in advance allows us to help another patient, for example somebody in pain.