

## Failed 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 and professional manner
- Make sure that patients receive full information about our services, their treatment options and associated costs
- Provide advice about 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 10 weeks ahead
- Endeavour that patients should have to wait no longer than 20 minutes to be seen. Where there is a further delay we will explain the reasons
- Remind patients of their appointment by phone, text or email wherever possible
- 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 oral hygiene advice about decay 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. For private treatment appointments we may charge you for cancellations where we have not been given 24 hours' notice and we have not managed to fill the appointment slot with another patient. For NHS treatment appointments we may need to review future provision of treatment for you at the practice if you break more than one appointment without giving the required 24 hours' notice
- Advise us of any changes to your contact details (address; telephone numbers; email) to help keep our records up to date and ensure that we are able to contact you.