



NHS Dental Practice Policy

Due to the high number of people wishing to receive NHS dental treatment and the very long waiting lists, we have no choice but to remove patients who have not attended for over a year. For patients that FTA (Fail To Attend) or late cancel their appointments would be de-registered from the practice or in rare cases maybe put back on our waiting list which can be a long wait so please remember to attend all appointments.

In our practice, we try to remind our patients when they are due for their dental examinations via text message and email. However, we often find that many of our communications get returned as patients do not update their details with us. It is your responsibility to schedule your appointments not our reminders.

What do you need to do to keep your space active?

- Always attend any appointment booked or cancel the appointment more than 48 working hours in advance. We are closed over the weekend so we require 48 working hours notice.
- Make sure you book your next dental examination before you leave the practice. Whether it's three, six, nine or even twelve months in advance, our reception team will help you make your next appointment and send you reminders nearer the time as well, reminders should not be relied on.
- Check and update your contact details. Be sure they are correct, especially your email address and mobile phone, if you have one. If we can keep in touch with you, then we can help you keep on track, so you don't miss your appointment.

If you have not booked an appointment, please contact the practice to make an appointment at your earliest convenience.

Once you have been de-registered, you are no longer able to receive NHS treatment at the practice. As our NHS waiting lists is quite long or could be closed, it may be some time before you can be seen under the NHS again and this is not guaranteed. So, our recommendation is that you protect your status.

Remember:

Our recommendation is that you protect your status by attending your appointments and booking your next appointment before you leave the practice.

Check list for staying on the NHS:

- attend all your appointments or cancel well in advance.
- always book your next appointment before you leave the surgery.
- keep your contact details up to date.
- make sure you visit your dentist and/or hygienist regularly (and don't leave it for longer than a year!)