



Appointment Management, Cancellation and Deregistration Policy

It is the aim of this practice to provide quality dental care to our patients and to use clinical time effectively. To achieve this aim, we have an appointment management and cancellation policy.

Management of appointments

We invest in the latest technology, including modern telephone equipment, to allow our patients to make or reschedule appointments easily. Our appointment system supports timely access to care and treatment, allows patients to access services at a time that suits them and minimises the length of time people have to wait. Appointments can be made or rescheduled by calling our dedicated appointments line on 0118 969 2935

Reminders

E-mail and Text reminders are sent to patients at least 2 days before any appointment, as a courtesy, and patients are requested to inform the practice of any changes to their contact details. It is important to note that appointment reminders are a courtesy and are not to be relied on. At times, due to problems with technology, reminders may not be delivered. It is always the patients responsibility to remember and attend a booked appointment.

Cancellation or delay of an appointment by the practice

We will only cancel or delay a patient's appointment in unavoidable circumstances. In such cases, we will take the following steps:

- The patient will be contacted as soon as the practice is aware of the need to cancel or delay the appointment. We will explain the reason for the cancellation or delay. This contact will be primarily a phone call. If a patient cannot be reached then a text message email will be sent as a last resort. (Please note, it is the responsibility of the patient to update and ensure contact details are correct)
- At the time of contact, via phone call, the patient will be offered a new appointment at the earliest time available. If a text message is sent we will not be able to provide this.
- If the patient is unable to commit to a new appointment during that contact, we will ask them to get in touch at a later time, when we will offer them a suitable appointment

Deposits for private appointments

We will take a small deposit towards the cost of a private appointment prior to booking the appointment.

- If a private appointment (Inclusive of routine Hygienist appointments) is missed or cancelled at short notice the deposit will be forfeited

Cancellation of an appointment or missed appointment by a patient

Patients are requested to give at least 48 hours' notice to cancel a dental appointment. Cancellations should be made by telephone on: 0118 969 2935. Late cancellations and missed appointments may represent a cost to the practice, when other patients could have been seen in the time set aside for the patient.

We do not make a charge for NHS patients for a late cancellation or missed appointment. However, we reserve the right to ask a patient to find another dental practice if they miss appointments.

If two appointments, or one of the first three appointments with us, are missed or cancelled with less than 48 hours' notice, we do not guarantee being able to complete a patient's treatment or offer them treatment in the future. (NHS or Private Treatment)



There is a fee for private dental appointments that are missed or cancelled with less than 24 hours' notice. The fee is equal to the deposit paid for booking the appointment.

Deregistration from the practice

We reserve the right to deregister a patient from the practice should they -

- Miss or late cancel on 2 occasions
- Fail to attend the practice at least once in each two year period
- Fail to inform us of their wish to not go ahead with planned treatment
- Treat our staff with any aggression or disrespect

A decision is made regarding deregistration as an automated process. If you would like to appeal this decision, then you are to do so in writing (via email) to the practice manager - James Dalton - via lbr.dentalpractice@nhs.net Registration appeals can not be handled by reception staff.

All appeals are judged case by case and may be overturned at the practice managers discretion, until the time of a successful appeal the patient shall remain deregistered and unable to book any further appointments at the practice. Any abuse towards staff at this stage will not be tolerated and will result in an appeal being immediately refused.

