



Appointment 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

- For private bookings, a fee will be charged for a late cancellation or failure to attend.
- **NHS appointment- if you cancel your appointment by short notice or failing to attend, we will need to review your registration at the practice and appointment bookings.**
- **New NHS Patients- 1 fail to attend or short notice cancellation, we will not be able to rebook NHS appointments for you.**
- **NHS Treatments- 3 cancellations in a row for treatment, you will be added on a waiting list for next available appointment.**
- **3 or more on time cancellations within one year, we will not be able to book NHS appointment for you.**
- Arrive on time for your appointment, if you are late by 10 minutes or more, we may need to reschedule your appointment. We would also appreciate a call to inform us if you are running late.
- Let us know if you are unable to keep your appointment; please give at least 24 hours' notice by telephone call or email (01375396264 or patientfirst@live.co.uk, info@patient-first.co.uk)
- 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
- Treat our staff courteously; they will do their best to help meet your needs
- 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.
- We will do our best to remind you of the date and time of your appointment by text or email (if contact details are provided and corrected by patient), please not, if any issues with our internet it may not be sent.
- 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:

- Do our best to provide you the best and professional service at all times.
- Explain your treatment options and costs, answer your questions and allow you time to consider the best for you.
- Provide a treatment plan and estimate of costs for each new course of treatment and seek your full and specific consent before providing any treatment.
- Refer you for further professional advice and treatment when appropriate.