



Failed Appointments Policy

At Wollaton Dental Care 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
- Provide advice and 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 4 weeks ahead, depending on the availability in the diary
- Ensure that patients should have to wait no longer than 5 minutes to be seen. Where there is a further delay we will explain the reasons.
- Remind patients of their appointment by text
- 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. Please give the practice at least 48 hours notice if you are unable to keep your appointment. We may charge for missed appointments where we have not been notified OR for NHS patients, if you miss an appointment on more than one occasion without letting us know, we may need to review future provision of treatment for you at the practice.
- Advise us of any changes to your contact details (address, telephone numbers) to help us keep our records up to date and ensure that we are able to contact you

What Happens When a Patient Fails to Attend an Appointment.

We follow a procedure to ensure that all failed to attend appointments are actioned with both the practice and the patients best interest at heart.

In some occurrences the failed to attend appointment may be one of many and may cause a breakdown of trust between the patient and dentist, the decision to deregister the patient will not be taken likely but will be the last resort.

We will take time to understand and show empathy towards missed appointments and will rebook where possible.

A flowchart has been produced to ensure all members of the team follow the procedure to ensure that each case is actioned correctly, this was distributed amongst our team in July 2022. (see appendix 1 and can be found O:\Company\reception files\wdc\fta procedure\FTA flowchart March 2021.pptx)

Copies can be found:

Information Governance Folder.

CQC Evidence Files.

Customer Service File.

Website.

Notice Boards.

\\GANDALF\Shared Folders\Company\Practice Policies.