

Policy for Non- Attendance

Definition of ‘failure to attend’ (FTA): Patients that have missed or have not cancelled/ rescheduled at least 24 hours in advance of their pre-booked appointment (exceptional circumstances are at the discretion of the practice)

Under the National Health (Dental Charges) Regulations 2005 (Section 3) the practice will not be able to charge patients for failing to attend appointments

All failures to attend will be documented in the patient file/record

A 1st failure to attend- will result in a written or verbal communication being given. The patient will be given the opportunity to rebook the appointment. They will also be advised by reception staff that in accordance with PCT policy and General Dental Service Regulations 2005, Schedule 3 Part 1 (5), they risk refusal of completion of the NHS course of treatment if they miss their next appointment.

A 2nd failure to attend- If a patient continually fails to attend appointments and misses 2 or more appointments, given less than 24 hours notice, “the practice may feel this constitutes an irrevocable breakdown in relations”. Under the NHS (General Dental Services) Regulations 2005, Schedule 3 Part 1 (5) and the patient may therefore be refused further NHS treatment at the practice.

-If a new patient fails to attend their 1st appointment we reserve the right to refuse further appointments on the NHS at our practice.

-For private appointments are managed with a separate private practice policy.

The practice reserves the right to double book persistent FTA patients. If the practice intends to double book the patient, the patient must be advised of this at the time of booking and advise the patient that they will have to wait until the dentist is in a position to see them as the double booking would be done on the assumption that the patient may miss the appointment.

Please note that, although we normally send email and/or text message reminders prior to appointments, the successful delivery of these relies on our text provider, your mobile network provider and your phone and cannot therefore be guaranteed. Therefore, you should not rely on our emails or text messages as the sole reminder of your appointment. We will not be responsible for any appointments missed as a result of non- delivery of these text message reminders, regardless of the reasons for its failure.