

NHS attendance policy

NHS Appointments – 7 hours/day

Our NHS funding allows our dentists to provide approximately 7 hours of NHS care Monday - Friday between 9.30am and 5pm.

NHS Availability

We have funding for approximately 4000 patients but demand for NHS care far exceeds this.

- NHS Care is prioritised for patients who pre-book and attend on a regular basis (see New NHS patient/Irregular attendee policy)
- NHS Care is withdrawn for patients who miss appointments or cancel with less than 24 hrs notice (see Non- Attendance policy)
- New patients who miss their first NHS appointment will not be offered any further NHS appointments (see New NHS patient/ Irregular attendee policy)

NHS Waiting Times

There is a long wait for appointments as our dentists already have NHS care booked for a large number of regular patients. Alternatively, a list of other NHS dentists is available at <https://www.nhs.uk/service-search/find-a-dentist>.

Our policy towards future NHS care

Demand for NHS care is high. We maintain access for regular attenders as follows:

1. We ask you to pre-book and make a note of your next routine check-up appointment before leaving.
2. We will send you ONE reminder by email¹
3. We will withdraw non urgent care you if you do not attend for a check up within 6 months of the date it was due.
4. Re-activation is not guaranteed and depends on NHS availability at the time of contact.

¹Although we normally send email and/or text message reminders prior to appointments, the successful delivery of these relies on our email/text provider, your email/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 email/text message reminders, regardless of the reasons for its failure.