

Robin Smith Dental Practice

Information for patients on our appointments policy

At our practice we will endeavour to manage our appointment system to avoid delays in appointment times and minimise loss of surgery time through cancellations and failed appointments.

In our practice we will

- 1) Communicate with patients in a courteous, friendly, professional manner
- 2) Make sure that patients receive full information about our services, their treatment and its cost
- 3) Provide advice and treatment outside normal surgery hours where necessary (see our practice information leaflet)
- 4) Refer patients for further professional advice and treatment where Appropriate
- 5) Contact patients in advance of their appointment to triage them for possible covid symptoms and

In our practice we will

- 1) Manage our appointment system so that treatment appointments are booked no more than 4 weeks ahead unless there is a holiday period for us or the patient
- 2) If possible ring the patient to inform them if we are running half an hour late or more and ask if they would like to re-arrange their appointment
- 3) Inform patients in the waiting room and as they come in how long the waiting time is and if this exceeds 15 minutes beyond their appointment time if they would prefer to re-arrange the appointment (during covid this will not apply as patients wait outside until their appointment time for safety reasons and interaction needs to be minimised, but if the practice is running late we will use our best endeavours to let them know)
- 4) Remind patients of their appointment by phone, e-mail or text (as preferred)
- 5) Monitor our waiting times for (i) treatment (ii) for booking appointments
- 6) Provide as much notice as possible when appointments have to be changed or cancelled and explain why.
- 7) Contact patients who fail appointments to re-arrange the appointment
- 8) Where children are not brought to appointments, follow our Was Not Brought Policy on this which may involve contacting the parent, carer or another healthcare professional for safeguarding reasons

In return, we would like you to

- 1) Participate in your dental treatment, particularly any advice about prevention and diet that we have asked you to continue at home
- 2) Arrive on time for your appointment. Please give the practice at least 24 hours notice if you are unable to keep your appointment if at all possible though any notice is better than none and we appreciate that, especially during covid, it may not be

possible to give a full 24 hours notice.

If you are a private patient we reserve the right to charge for a missed appointment where we have not been notified in sufficient time without good reason [since appointment times are precious and your failure to attend impacts on other patients [and adversely affects the high running costs of the practice]].

If you are an NHS patient and miss an appointment on more than one occasion without letting us know and without good reason, we may need to review future provision of treatment

for you at the practice and you may be removed from our list

- 3) Advise us of any changes to your contact details (address, telephone numbers e-mail) to help us to keep our records up to date and ensure that we are able to contact you

Please be aware

You **must not** under any circumstances attend the practice if you or a member of your household or bubble may have covid or are within an isolation period.

If you have an active cold sore or impetigo please cancel any routine appointment until you are symptom free. If you have a dental emergency and an active cold sore or impetigo please let us know in advance so we can discuss with you the advisability of your attending the practice.