

## **Cherry Tree Dental Care Practice policy for appointments**

At our practice 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 four weeks ahead
- Ensure that patients should have to wait no longer than 15 minutes to be seen.
- Where there is a further delay we will explain the reasons.
- Remind patients of their appointment by email one week before and a further text message will be sent 24hours before, where there is no contact details provided there will be no reminder sent.
- We will carry out 12/12 audits to monitor our waiting times.
- 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 ask that you**

- 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 24 hours' notice if you are unable to keep your appointment. We will charge for missed appointments where we have not been notified. If NHS patients 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, and email) to help us keep our records up to date and ensure that we are able to contact you

## **Our Recall Policy/Procedure**

Routine review and recall intervals are determined by the individual needs of each patient

Recall intervals are discussed with the patient by their dentist and recorded within the patient's record.

Recall intervals are periodically reviewed

Each patient will be personally contacted by either text message or email depending on preference one month before their appointment is due asking them to contact us to arrange a suitable time. A letter will be sent as a last attempt to recall.