



Lewes High Street Dental Practice **Patient Attendance Policy**

At Lewes High Street Dental Practice we aim to treat all patients fairly and impartially at all times. However, patients who fail to attend their appointments or cancel appointments with insufficient time waste the valuable surgery time that has been reserved for them. This time could have been used to treat patients in pain or those who are awaiting treatment.

At Lewes High Street Dental Practice we have a very limited NHS budget, and constantly have patients on waiting lists awaiting NHS care. Patients failing to attend NHS time can result in us failing to reach our NHS target, resulting in the NHS contract being reduced further- which means even less NHS for all.

To protect the future of NHS care at the Practice the following policy will apply:

A patient who fails to attend (or cancels at short notice- with less than one working days notice) their NHS appointment more than 2 times in a year, or misses more than an hour of NHS time will be sent a letter including this policy and warning them that we will not see them on the NHS if they fail to attend or cancel at short notice again. In the event of them missing/short notice cancelling again we will withdraw the offer of NHS treatment at the practice to them. Should they wish to remain at the practice, they may be able to register as a private patient with the agreement of the practice manager or Steven Kell.

Patient who miss more than 3 appointments in a 3 year period will not be offered future NHS treatment, at this practice.

Please advise the patient we do offer an email text (or both) reminder service. If they wish to take advantage of this service please enter on their record accordingly. Please remind them to bear in mind that this is a courtesy service and should not be relied upon as their only way of reminding them to attend the appointment.

It is still the patients' responsibility to attend for an appointment.

Under current NHS regulations we are unable to charge patients for this wasted time. This Policy does not affect their ability to seek NHS care at another NHS practice. Private patients or NHS patients receiving private treatment, will be charged at a rate of £180.00 per hour, for the reserved surgery time. Missed Hygiene appointments must be paid for before rebooking.

This policy has been registered with the local area Primary Care Trust.