

Appointment Management and Cancellation Policy

At The Broadway Dental Clinic Practice, we pride ourselves on providing high quality dental care to our patients. We believe the time spent with each patient for their case is invaluable. Due to high demand for appointments/new NHS patients' registration, private Hygiene appointments, private specialists' appointments, if patients cancel at short notice or fail to attend we want to grab into your attention that your place at Broadway Dental Clinic as an NHS patient is at risk. For the private appointments as **Implantologist, Endodontist, Hygienist** appointments we will be charging for the missed time. It is the aim of this practice to provide quality dental care to our patients and to use clinical time effectively. To achieve this aim, we have an appointment management and cancellation policy.

Charges for Missed Private/Hygienist appointments or Late arrivals.

There is a fee for private dental appointments that are missed or cancelled with less than 24 hours' notice.

The fee is the **deposit** that was paid to book and secure the appointment time for further treatment. Please be aware that if you arrive late for your appointment and the dentist is unable to see you, this would be considered as missed appointment and the above procedure regarding charges would be applied.

Late arrivals, short notice cancellations or missed private Hygiene or other private specialists' appointments fees are charged the deposit value. This is because we have a long waiting list to see our Hygienist and wasted clinical time is unacceptable.

We request that patients inform the practices of any changes to their contact details (address, telephone number, email address) as soon as possible.

We understand that cancellations are sometimes unavoidable due to illness or emergencies, and we will take account of all valid circumstances. We will only cancel or delay a patients' appointment in unavoidable circumstances, and you will be offered a new appointment at the earliest time available.

Deposits and Advance Payments for Private Appointments

Deposits are required at the time of booking any further private appointments. The amount of the deposit will be based on the type of treatment and length of the appointment. A member of our reception team will discuss this with you at the time of the booking.

NHS appointments

We do not charge for NHS patients for a late cancellation or missed appointment. However, we reserve the right to ask the patient to find another dental practice if they continue to miss appointments. If more than three NHS dental appointments are missed or cancelled with less than 24 hours' notice, we do not guarantee being able to complete a patient's NHS treatment or offer them the NHS treatment at our practice in the future. Patients that fail to attend or short notice cancel 2 consecutive appointments or within 3 years period not booking any appointment with the dentist, are restricted from making future appointments at the practice.

In order to keep your NHS dental registration at our practice you need to attend regularly. Due to the high number of people wishing to receive NHS dental treatment and the very long waiting lists, we have no choice but to de-register patients who have not attended for three years or more.

Management of appointments

We invest in the latest technology, including modern telephone equipment and an online booking system, to allow our patients to make or reschedule appointments easily. Our appointment system supports timely access to care and treatment, allows patients to access services at a time that suits them and

minimises the length of time people have to wait. Appointments can be made or rescheduled by calling our dedicated appointments line on 02085084433 or by accessing our online booking form at Broadwaydentalclinic.org.uk.

Reminders.

In our practice we try to remind our patients when they are due for their dental examinations via text messages. Text reminders are sent to patients 2 days before any appointment. However, we often find that many of our communications get turned as patients do not update their details with us.

Please note, text message are sent out of courtesy, not necessity. It is your responsibility to update any changes to your contact details and to turn up on time for your appointment. Failure of the text/email messaging system for any reason is not sufficient reason for failing to attend or turning up late for treatment.

Our recommendation is that you protect your registered status by attending your appointments, and booking your next appointment before you leave the practice. Check list for staying on the NHS dental register:

- Attend all your appointments or cancel well in advance.
- Always book your next appointment before you leave the practice.
- Keep your contact details up to date.
- Make sure you visit your dentist regularly.

Cancellation or delay of an appointment by the practice

We will only cancel or delay a patient's appointment in unavoidable circumstances. In such cases, we will take the following steps:

- The patient will be contacted as soon as the practice is aware of the need to cancel or delay the appointment. We will explain the reason for the cancellation or delay.
- At the time of contact, the patient will be offered a new appointment at the earliest time available.
- If the patient is unable to commit to a new appointment during that contact, we will ask them to get in touch at a later time, when we will offer them a priority appointment.

Cancellation of an appointment or missed appointment by a patient

Patients are requested to give at least 24 hours' notice to cancel a dental appointment. Cancellations should be made by telephone on: 02085084433 or by email at Enquiries@broadwaydentalclinic.org.uk in case the phone lines are busy. Late cancellations and missed appointments may represent a cost to the practice, when other patients could have been seen in the time set aside for the patient.

Any appeals about missed or cancelled appointment decisions by a patient should be made in writing to the Practice Manager, Daniella Kiss.