



Our Patient Attendance Charter

It is the goal of our practice to provide our patients with quality dental care in a prompt and efficient manner. When an appointment is scheduled, that time has been personally reserved for you. When an appointment is missed, with no prior notification, that time cannot be used to treat another patient. When a patient is late the entire schedule is affected. We have adopted a practice patient charter regarding appointments.

▪ Cancelling appointments

We ask that you give our practice at least **24 hours' notice** in the event that you need to reschedule your appointment. This allows our practice to reschedule your appointment more efficiently and it also allows us to offer an appointment to a patient that may be in pain.

If appointments are regularly cancelled at short notice, we reserve the right to not offer further appointments.

Late cancellation fees are applicable for private patients.

▪ Missed appointments

If you miss an appointment, we reserve the right not to offer further appointments.

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

Missed appointment fees are applicable for private patients.

▪ Arriving for appointments

When a patient is late our entire schedule is affected. Therefore, we politely ask that our patients be prompt in being present at the time of their scheduled appointment, it would be very helpful for patients to come 5 minutes earlier so that medical questionnaires and contact details can be updated.

We will always try our best to accommodate patients that are late however sometimes it is not possible and we do reserve the right to re-appoint patients arriving later than their scheduled appointment time.

▪ Our appointment times

We will do our very best to keep to appointment times. However when for some unforeseen circumstances we run late or are unable to keep to appointment times, you will be informed promptly and offered a suitable alternative appointment or asked to see another dentist. A refusal of our offer of an alternative dentist may delay your appointment.

- **New patient attendance**

New patients who fail their first appointment or fail any appointments during their first course of treatment will not be offered any further appointments.

Missed appointment fees are applicable for private patients.

- **Regular attendance**

The practice will archive NHS patients who do not attend for routine care for over 2 years and due to demand, NHS appointments may no longer be available in the future.

- **Appointment charges**

You may be asked to pay for treatment in advance in full or as a deposit.

- **Appointment reminders**

Patients are responsible for keeping their appointments and attending regularly as advised. Our reminder service is provided as a courtesy and should not be relied upon.

- **Communication**

Violent, abusive or aggressive patients will no longer be seen at the practice.

Patients that refuse to comply with the dentist's treatment recommendations may no longer be treated.



Dr Jeff Sherer
Clinical Director
The Dental Design Studios

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