**Attendance Policy**

***Introduction***

This policy covers the attendance of patients to the practice and how this could affect their ability to access appointments.

***Regular Attendance***

At Parkside Dental Care we aim to provide quality dental care to all our patients in a timely manner. We require our patients to attend regular dental examinations as suggested by their dentist and within NICE guidelines (at least every 24 months).

Due to the high number of people wishing to receive NHS dental treatment and the very long waiting lists, we reserve the right to refuse anyone an appointment who has not attended the practice within 2 years.

Please note, you will be automatically removed from our NHS list without any written notice when not attending regular appointments.

***Late Cancellation/Failed Attendance Policy***

Cancellation of an appointment with less than 24 hours’ notice means that we are unable to re-allocate the time to other patients. This leads to lost treatment time, and longer delays for appointments.

A patient, who fails to attend or cancel with less than 24 hours’ notice two NHS dental appointments, won’t be offered future NHS dental appointments at Parkside Dental Care.

 We will always take exceptional circumstances into account if the unforeseen happens and on the rare occasion you have the need to cancel at short notice, however you might be asked to verify the circumstances.

As a new NHS patient, if you fail to attend your first appointment with us then we will not be able to offer you another NHS appointment at our practice.

***Reminders***

As a courtesy service we sent out text message and an email reminders to advise of booked appointment or when you patient is due to book in for a regular examination. Not receiving a reminder is not a justification for a missed appointment or failing to book one.

***Private appointments***

A patient, who fails to attend or cancel with less than 24 hours’ notice appointment for private treatment with dentist, will be charged a non-attendance fee. The fee will be calculated on the surgery time lost at a minimum value of £50.00.

A patient, who fails to attend or cancel with less than 24 hours’ notice hygienist appointment will be charged a non-attendance fee of £20.