Passage House Dental Care

modern dentistry for all

Appointment Management Policy
(including missed and late cancelled appointments)

It is the aim of Passage House Dental Care to provide the highest quality dental care to our patients by using our clinical time effectively. To achieve this aim, we have an appointment management policy (supports both NHS and Private appointments) that has the support of the local NHS Dental Area Team.

NHS dentistry is in a very difficult place and we currently have a very large waiting list of patients who wish to join the practice. Every missed appointment whether it be NHS or private costs the practice dearly not only in monetary terms but in the ability to offer new patients much needed dental care. As each NHS appointment is missed, it lessens our chance of meeting contractual targets. This leads to funding being withdrawn and could reduce our ability to offer future NHS services. Missed private appointments directly affect our self-employed dentists and hygienists along with the ability to help pay for the running of the practice.

Most of our patients attend their appointments and provide us with adequate notice if they need to change or cancel an appointment and we thank them for this. We provide a free of charge text and email reminder service (please keep your mobile number and email up to date with us). You should get up to three appointment reminders from one week up until two days prior to your appointment date if you have given us your details. This gives adequate opportunities to let us know if you will not be able to make your appointment. Please do not just rely on these reminders - although proven to be reliable, technology can go down at times.

Cancellation or changing appointments by all patients
Patients are requested to give at least 24 hours' notice to cancel or change a dental appointment. Cancellations or changes should be made by telephone on: 0117 9503141 or via email on: passagehousedental@gmail.com (If emailing, ensure you get a confirmation reply)

NHS Patients
For NHS patients: we are unable to charge a fee for late cancellations/missed appointments, but be aware that it has a negative effect on the practice. Therefore, we reserve the right to ask an existing patient to find another dental practice if two NHS dental appointments are missed or cancelled with less than 24 hours' notice each time. For a first missed/late cancellation appointment an email or letter will be sent or a verbal communication will take place and noted on your record. If a second appointment is missed or late cancellation given, an email or letter will be sent informing the patient of the withdrawal of NHS dental services. If this happens, we will be unable to either complete a patient's NHS treatment or offer them NHS treatment in the future.

If you are a new patient to the practice and fail to attend your first appointment or give less than 24 hours' notice we cannot offer you a second appointment.

The practice is not responsible for reminding you to book your appointments.

Continued overleaf…

NHS 'registration'

Many patients believe that by being an NHS patient you are ‘registered’ at a dental practice. This is not correct. We only have a legal responsibility to see a patient if they are undergoing a current course of treatment (unless the patient fails to attend as highlighted above).

To be deemed a patient of the practice under the NHS, we request that a patient must be seen at least once in 26 months from their last dental appointment (this does not include emergency, cosmetic or hygiene appointments). If outside the 26 month window, we would be unable to offer further dental care, even urgent care, but would consider a patient re-joining our waiting list where possible if past appointments had been attended regularly.

Hygiene Appointments
Our Hygiene appointments are private appointments. We ask for a £20 deposit for the first hygiene appointment. This is a rolling deposit. If you do not attend your hygiene appointment or you give less than 24 hours’ notice, we will keep this deposit and another £20 deposit should be made for your next appointment. Once you have finished your course of hygiene appointments, your £20 deposit will be refunded.This also applies to patients on our dental plans.

Private Patients not on Dental Plans* ***(*see in reception: fees and payment policy)***
There is a fee for private dental appointments that are missed or cancelled with less than 24 hours’ notice. The fee is based on the length of the appointment and will need to be paid prior to any rebooking of further appointments. The fee will be up to £3 for each minute of the appointment time booked but no more than 50% of the treatment costs.

On a private basis we would expect all patients to have had at least one dental appointment in a 26 month period from their last appointment (this does not include emergency or hygiene appointments). If outside of this timeframe we would not be able to offer any urgent dental appointments until a new dental examination has taken place.

Private Patients on Dental Plans* ***(*see in reception: fees and payment policy)***
If two dental plan check-ups are missed/late cancelled this will count as one of your dental examinations that year. You can book another one if there is one left on your annual dental plan or pay for a checkup if not. The practice is not responsible for reminding you to book your appointments. For missed or late cancelled appointments that are not check-ups, you will be charged up to £3 per minute of the total appointment time booked but no more than 50% of the treatment fee, as per all private appointments.

Hygiene: We ask for a £20 deposit for hygiene appointments even when on a dental plan. This is a rolling deposit. If you do not attend your hygiene appointment or give less than 24 hours’ notice, we will need to keep this deposit and another £20 deposit to be made for your next appointment. If you change or end your dental plan and do not need to book hygiene appointments again, your £20 will be refunded at this point if it has not been used.

To secure your hygiene appointments please book far in advance. Our Hygienist can get booked up (at least three months notice is needed at times). If you do not book your hygiene sessions in advance you may not be able to access this service at the times to suit you and there will be no refund from your dental plan.

The practice is not responsible for reminding you to book your appointments.

Rearranging of a dental appointment by the practice
We will only rearrange 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 rearrange the appointment. We will explain the reason for it (most often this would be due to illness or annual leave of the clinician). At the time of contact, the patient will be offered a new appointment or be asked to contact the practice to do so.

Running Late – NHS and Private
At Passage House Dental Care we pride ourselves on running as close to appointment times as possible. Our appointment books are extremely busy and each patient's check-up or treatment is assigned a certain time. If we do run late it is often due to something out of our control for example a more complex tooth extraction. We will inform you and on the very rare occasion may ask to rebook that appointment. Please be understanding in the rare event of this happening.

If a patient is late to their appointment it is highly unlikely that we will be able to carry out that appointment, but where possible we will try our very best, however, please do not expect to be seen in these circumstances and be understanding (it will cause a knock on effect for other appointments). You may incur an NHS missed appointment/late cancellation letter in this circumstance, or be charged the private missed appointment/late cancellation fee.

Any appeals about missed or late cancelled appointments should be made in writing to:
The Practice Manager
Passage House Dental Care
227 Passage Road
Henbury
Bristol BS10 7DL

Thank you for your help with keeping the practice running effectively.

The Passage House Dental Care Team