

POLICY ON FAILED APPOINTMENTS

At our practice we will endeavour to manage our appointments system to minimise loss of surgery time through cancellations and failed appointments.

We will take a proactive approach to managing our appointments system to optimise attendance.

This might include:

- Stressing to patients in advance the importance of attendance for appointments
- Reminder telephone calls for lengthy appointments
- Email you and text you 5 days before any appointment to confirm that it is still ok for you to attend if these have been determined to be your preferred contact method.
- Regularly review surgery hour to ensure opening times meet the needs of patients
- Monitor and regularly review waiting times for appointments and for treatment (this is done as an audit)
- Give as much notice as possible if appointments have to be changed or cancelled
- Advise patients if a clinician is delayed
- Advise patients if there is a change of dentist
- Advise patients who miss appointments that they may lose their right to be treated at the practice
- Patients who persistently fail appointments may be charged for such failures to attend.

FTA MONITORING

If a patient fails an appointment then they will be contacted advising them that they have failed an appointment and inviting them to contact us to reappoint. It also states that there may be a charge for adult patients.

If a plan patient fails an examination or hygienist session then there will be no FTA charge as long as they forfeit this visit from the annual allocation of visits.

AUDIT

We carry out regular monthly audits in FTA rates. A month is selected and the FTA patterns for the practice as a whole is analysed and reported.

CHARGING FOR FTA's

We cannot charge for missed NHS appointments or give the impression that we may charge as we currently have a child only contract. A charge will be levied for missed hygienist treatments at £30.00 per missed appointment.

The dentist will set the charge for missed treatment sessions. This will be considered at £1 per minute of missed appointment.

NHS FTA's

Patients (Parents and Guardians of Patients) are advised that repeated failures to bring children to their appointment may result in us being unable to provide care on the NHS and we will advise NHS England of their repeated missed appointments. In severe occasions it may be necessary to work with our policy on Safeguarding if children are repeatedly not brought to appointments.

Typically 3 FTA's in a 12-month period that are not in a row will result in deregistration.

Alternatively, 2 FTA's in a row will result in deregistration.