

Denpure Dental Care & Implant Centre comprehensive procedure and policy on:

- Registering at the practice
- Booking appointments
- Emergency appointments
- Cancelling appointments
- Late arrivals and failing to attend
- Deregistration processes

Registering at Denpure Dental Practice:

If you would like to register as an NHS patient at Denpure Dental Practice, we regret to inform you that we are no longer accepting any new NHS patients. This is because our NHS contract is at full capacity. We are unlikely to accept any new NHS patients for the foreseeable future.

You can go onto NHS choices, or call NHS 111 who will help you find an NHS dentist. Or you may wish to contact the Patient Advisory Liaison Service on 0845 601 5890 to find an alternative dental practice.

If you would like to register as a private patient, you will need to fill out a registration form which we can email to you upon request, or you are welcome to collect the form from the practice. Once we have the completed form back from you, we will register you and offer you an appointment.

Please note: We are unable to book any appointments until we have received your completed registration form and we are unable to offer extended or extra appointments before you have had your initial consultation. If you fail to attend your initial appointment you may not be offered another appointment and you may have to find an alternative dental practice.

Booking appointments:

You are able to book appointments by calling the practice on 01895 678889, emailing us at info@denpure.co.uk, or visiting the practice in person

*Please note: we are unable to advise you of anyone else's appointment(s) that they may have booked here at Denpure, unless we have a Letter of Authority signed and/or you are the parent or legal guardian of a child 16yrs or under.

Emergency appointments:

If you have a dental emergency and you are a registered patient who has attended the practice within the last 3 years, then please contact the surgery on 01895 678889 at 9am in the morning.

Appointments will be made for the same day, where possible. Appointments are booked on a first come first served basis and we therefore cannot guarantee an emergency appointment for the same day.

Please be aware that some emergencies are double booked with existing appointments so we cannot predict the waiting time.

If you have a genuine dental emergency outside of our working hours, please call 111.

Cancelling appointments:

You are required to give us **at least 24hrs notice** when cancelling or rebooking appointments.

Late arrivals and failing to attend:

We may be unable to see you if you are more than 10 minutes late to your appointment. You will be able to rebook your appointment, subject to your dentist's discretion. **If you have three or more occasions of late arrival, you run the risk of being deregistered from this practice. We will send you a letter notifying you of this.**

If you fail to attend your appointment without notifying the practice, you are able to contact the practice to rebook, subject to your dentist's discretion. **Please note: after three failed to attend appointments within one year, you will automatically be deregistered from the practice. We will send you a letter notifying you of this.**

Deregistration process:

Patients who have not attended the practice for **three years or more** will automatically be deregistered from the practice. ***Prior to covid-19, Denpure had a 2 year no attend deregistration policy, but we have now extended it to 3 years due to covid-19.***

We will NOT send you any notification of this, or send you recall letters prompting you to book your appointments to avoid being deregistered.

It is NOT the responsibility of Denpure Dental Care to contact the patient who has lapsed their recall dates to inform them that they will be, or have been deregistered. The patient is ultimately responsible for their own registration and healthcare.

It will be likely that the patient will be informed that they have been deregistered when they call or come into the practice to book an appointment. The patient will then be offered a letter confirming their deregistration for their own records and we can show/email them our policy upon request.

You can go onto NHS choices, or call NHS 111 who will help you find an NHS dentist. Or you may wish to contact the Patient Advisory Liaison Service on 0845 601 5890 to find an alternative dental practice.

What do you need to do to keep your registration?

- Always attend any appointment booked or cancel the appointment more than 24 hours in advance.
- Make sure you book your next dental examination before you leave the practice. Whether it's three, six, nine or even twelve months in advance, our reception team will help you make your next appointment and send you reminders nearer the time. Please note: these reminders will be sent via text so we need your up-to-date details. These reminders are also complimentary, and cannot be solely relied on. **The patient is ultimately responsible for remembering their appointment.**
- Check and update your contact details. Be sure they are correct, especially your email address and mobile phone (if you have one). If we can keep in touch with you, then we can help you stay on track so you don't miss your appointment(s). If you have not booked an appointment, please contact the practice to make an appointment at your earliest convenience. Once you have been deregistered, you are no longer able to receive NHS treatment at the practice. If you want to receive NHS treatment again, you will need to register with another NHS dentist accepting new patients.

Covid-19 considerations:

While we appreciate that the first coronavirus lockdown in 2020 meant that dentists were not able to see their patients for three months, Denpure was open for telephone triaging emergencies to all our registered patients. We also had to introduce a 16-20 week waiting list for any NHS patient who wanted to book a routine dental examination, this has now been reduced.

Practices have opened again and have worked hard to catch up with patient needs, whilst adhering to restrictions set out by NHS England, which are still in place.

Prior to covid-19, Denpure had a 2 year no attend deregistration policy, but we have now extended this to 3 years with covid-19 in mind.

Please remember, it is important to follow up on regular attendance at the practice for you and your family. The patient is ultimately responsible for keeping and maintaining their registration and oral health here at Denpure Dental Care & Implant Centre.

ALL staff are aware and are fully trained on this policy. This policy is displayed in the practice waiting room and on our website.

Policy approved by/date	Rachael Norris	May 2021
Policy update due		May 2022

