



NHS Dental Registration Policy

We are pleased to welcome you to Chineham Dental Practice as an NHS patient. Please be advised that due to the high number of people wishing to receive NHS dental treatment and the very long waiting lists, we must follow strict guidelines to ensure that only patients who regularly attend their NHS appointments are able to enjoy the services we offer at our practice. Due to long waiting lists for NHS registrations, should you not attend for two years or more, you will be de-registered from our practice and in these cases no contact will be made to inform of this change in status.

Many hours of clinical time are wasted due to patients failing to attend (FTA) their appointments or cancelling at short notice (within 48 working hours). On your first late cancellation or failure to attend we will remind you of our policies and the importance of attending your appointments. In the event of a second late cancellation or failure to attend you will be de-registered from the practice in accordance with the NHS guidelines.

Any new patients who have been offered a space but fail to attend or late cancel on their first appointment, would be automatically de-registered from the practice.

We follow a strict policy regarding the treatment of our staff. Please be aware that none of the staff at the practice will tolerate any rudeness or abuse and should you be disrespectful to any members of our team we reserve the right to revoke your registration, in line with the NHS guidelines.

We try to remind our patients when they are due for their dental examinations via text message or email. However, this is an automated system and we often find that communications get returned, most often because patients do not update their details with us. Please be aware, it is ultimately the patient's responsibility to remember when their appointment has been arranged for and not the responsibility of Chineham Dental Practice.

What do you need to do to keep your registration?

- Always attend any appointments booked, or make sure you cancel the appointment more than 48 working hours in advance. Please note that this rule applies over weekends and bank holiday periods. Any days outside of our working hours will not be eligible for the 48-hour allowance.
- Make sure you make a note of when your next dental examination has been arranged for before you leave the practice. We can book appointments up to six months in advance. If you are on a nine or twelve month recall we recommend that you make a note of when you should rebook and you can then come in to the practice or call us and our reception team will be happy to help you make your next appointment. Our automated system will also send you reminders nearer the time, but you should not rely on these in case of any system errors.
- 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 keep on track, so you don't miss your appointment.

Once you have been de-registered, you are no longer able to receive NHS treatment at the practice. As our NHS waiting list is long, or could be closed, it may be some time before you can be seen under the NHS again and this is unfortunately not guaranteed.

Our recommendation is that you protect your registered status by attending your appointments and booking your next appointment before you leave the practice.

Checklist for staying on the NHS dental register:

- Attend all of your appointments or make any cancellations well in advance. You must give us a minimum of 48 working hours, otherwise it will be considered as a late cancellation.
- Always book your next appointment, or make a note of when to contact us to rebook before you leave the surgery.
- Keep your contact details up to date so we can get in touch.
- Make sure you visit your dentist and/or hygienist regularly (and don't leave it for longer than two years)
- Be polite to our staff members, we will not tolerate any rudeness or abuse.

If you find yourself without a dental practitioner, you can follow this link to find a suitable provider:

<https://www.nhs.uk/nhs-services/dentists/how-to-find-an-nhs-dentist/>