

## LOOKING AFTER YOUR NHS REGISTRATION

Your enrolment on an NHS patient list with a practice you trust is a valuable thing. Please treasure it.

With dental practices implementing procedures to protect patients and staff, there is less time available for dentists to treat patients each day.

What to do to keep your place on the NHS patient list:

- 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.

PLEASE NOTE: IN ORDER TO REMAIN ON THE NHS LIST, YOU MUST NOT ALLOW MORE THAN 15 MONTHS TO LAPSE BETWEEN APPOINTMENTS.

Due to the high number of people wishing to receive NHS dental treatment, your dental practice has no choice but to remove patients who have not attended for fifteen months or more from the NHS list.

- Check and update your contact details. Be sure they are correct, especially your email address and mobile phone. If we can keep in touch with you, then we can help you keep on track, so you do not miss your appointment.
- If you are caring for an older person, then help them to keep up their registration too by tracking their appointments with them.

*If you need to contact us to cancel or change an appointment, just email us using the CONTACT US on our website.*

### Dentistry and COVID-19

Since re-opening after the first lockdown in 2020 we have worked extremely hard to catch up and see every patient in our care. However, the pandemic has substantially changed the way that dentists can practice. Even performing a simple filling is not as straightforward as it used to be. It takes more staff, increased PPE and, most significantly, more empty surgery time after the appointment to prevent the possible spread of the virus that causes COVID-19.

# NHS REGISTRATION POLICY

*While most patients respect the time they are allocated, patients arriving late, or not at all, prevent other patients from accessing care.*

## Missed Appointments - Our Procedure

If you have an appointment, please make sure you do not forget it. Please take every step necessary to make sure that you arrive in good time. Practices need to be strict about both missed appointments and late arrivals. If you must cancel, make sure you do so at least 24 hours in advance.

1. First missed appointment - your non-attendance or late attendance will be recorded. When you wish to make another appointment, you will be given a slot at a time to suit the clinician, which may not suit your routine.
2. Second missed appointment - we will not offer you any more appointments with the practice and your NHS place with the practice will be lost.

## Use it! Do not lose it! What happens if you are removed from the NHS list?

If you are removed from the NHS patient list, you are no longer able to receive NHS treatment at the practice. If you want to receive NHS treatment again, you will need to contact the NHS 111. As NHS waiting lists can be long, it may be some time before you can join another practice.