

Appointments policy

At High Street Smiles we strive to manage our appointment system as efficiently as possible to avoid delays in appointment times and minimise loss of surgery time through cancellations and failed appointments.

We will:

- Communicate with patients in a courteous, friendly, and professional manner
- Make sure that patients receive full information about our services, their treatment and its cost.
- Provide advice and treatment outside normal surgery hours where necessary.
- Refer patients for further professional advice and treatment where appropriate.

We will:

- Manage our appointment system so that treatment appointments are booked no more than 3-4 weeks ahead.
- We aim that patients should have to wait no longer than 15 minutes to be seen. Where there is a further delay we will explain the reasons.
- Remind patients of their appointment by phone call, text message or letter if requested where the appointment time exceeds 10 minutes.
- Monitor our waiting times for (1) treatment and (2) for booking appointments
- Provide as much notice as possible when appointments have to be changed or cancelled and explain the reasons.
- Advise patients if there is a change of dentist

In return, we would like you to:

- Participate in your dental treatment, particularly any advice about prevention and diet, smoking cessation and alcohol intake etc that we have asked you to continue at home.
- Arrive on time for your appointment. Please give the practice at least 24 hours notice if you are unable to keep your appointment.
- We may charge for missed appointments where we have not been notified (PRIVATE PATIENTS ONLY) depending on the reason for missing the appointment
- Or (for NHS patients) If you miss an appointments frequently without advising us, We may need to review future provision of treatment for you at the practice.

- Advise us of any changes to your details medical history including medication, address, telephone numbers, email etc) to help us keep our records up to date and ensure that we are able to contact you