

The Patient Charter

Important Information About BAXTER'S FAMILY DENTAL

Our Philosophy of Care

- To provide and improve the best care for patients.
- A commitment to attaining the highest standard of clinical practice and encouraging health promotion.
- To maintain a comfortable and supportive working environment for all the staff.
- To keep a happy team spirit and empathy for patients and staff alike.
- To ensure that the communication is open between patients, staff and external parties (e.g. other professionals) at all times.

The Patient's Responsibilities

For our team at BAXTER'S FAMILY DENTAL to give you and fellow patients the best possible service at our practice, we would ask you to note the following guidelines:

- Please let us know if you change your name, address or telephone number.
- To inform us of any changes to your general health. This includes up to date information about all your medications and allergies you may have (or have developed).
- To give us at least 24 hours' notice when cancelling appointments, this allows us to allocate the appointment to other patients. Please see Our Late Cancellation/Failed Attendance Policy here (go to cancellation policy below)
- Where appropriate, payments for NHS treatments are payable in advance. Payments for private treatments are made as the treatment progresses.
- For private treatments we take a minimum of £50 deposit (depending upon the duration of the treatment) prior to booking any further appointments.
- We accept cash and credit/debit card
- NHS registered patients entitled to free or reduced cost dental care, are requested to bring up-to-date proof of exemption every 6 months.
- In line with the NHS zero tolerance policy, it is the policy of this practice that, if a patient is abusive, threatening or violent to any member of staff they will be immediately removed from the register.
- Children must be accompanied by an adult at all times. If you are bringing children along when you are coming for your treatment, please make sure there is an adult that can care for them while you are being treated. If you fail to do so we won't be able to carry out the treatment.
- Please switch off your mobile phone when entering the premises.
- To keep to agreed recall time in line with National Institute for Health and Clinical Excellence Guidelines and take responsibility to make these appointments.
- NHS registered patients must attend their dental examinations regularly. Failing to do so will result in losing their NHS status and their place
- To take responsibility of maintaining good oral health.
- NHS patients must be aware that their NHS status is subject to government funding. If we are no longer able to see patients under the NHS in the future or for some time, patients will be informed.
- Patients currently seen privately cannot swap to an NHS dentist. Current NHS spaces are allocated to new patients

Failing to Attend/Late Cancellation Appointments Policy

Every year we lose valuable surgery time because of patients failing to attend their appointment or cancelling at short notice. This makes it more difficult for us to accommodate our patients in need of urgent treatment, for existing patients to book appointments and for new patients to register here. It also costs the surgery the surgery a considerable amount of money.

- As a new NHS registered patient if you fail to attend your first appointment with us, we will not be able to offer you another appointment in line with our Practice Policy. You will be required to register with another dentist.
- As an NHS registered patient, if you fail to attend your appointment 2 times without giving us 24 hours' notice (less than 24 hours' notice is insufficient notice), you will no longer be treated under NHS in our dental practice. Should you wish to remain a patient here, you will need to register here on a private basis.
- As Privately registered patient (or NHS registered patient attending private treatment) if you fail to attend without giving us 24 hours' notice, the fine will be applied: £25 for 15-30 min appointments, £40 for 45 min appointments, £60 for 60 min appointments. For appointments 75 min or longer you will be charged £1 per minute.
- Unless the failed appointment fine is paid in full, we won't be able to book any further private treatment appointments in the future. This also applies to NHS registered patients failing to attend private treatment.
- As with all medical facilities, we aim to see our patients on time but due to the nature of healthcare, this is not always possible. However, if the patient turns up late for their appointment so that treatment can't be carried out, this will be regarded as failing to attend.
- If we have your mobile phone number on file, a reminder text will be sent to you a few days before the appointment. All text messages sent by our system are logged when successfully sent. It is your responsibility to check your text messages and to ensure that we are informed of any changes to your mobile phone number. We will assume that you have received your reminder if it has been logged as successfully sent.
- Please note that, text messages are sent out of courtesy, not necessity. It is your responsibility to turn up on time for an appointment. Failure of the text messaging system for any reason is not sufficient reason for failing to attend or turning up too late for treatment.
- This policy does not affect your ability to seek NHS care at another NHS practice.
- Cancellation of an appointment with less than 24 hours' notice usually means that we are unable to re-allocate the time to other patients. This leads to lost treatment time, and longer delays for appointments.

Late Cancellation and Re-Booking-Existing NHS Patients

In the first instance of a late cancellation or failure to attend, we will give you the opportunity to rebook the appointment.

In the second instance of a late cancellation or failure to attend, the dentist will no longer see you at the practice and you will be asked to register at another practice.

Understanding

We appreciate your understanding of our late cancellation policy in helping to run an efficient appointment system.