



Sprotbrough

DENTAL PRACTICE

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Practice appointments policy

We endeavour to manage our appointments system to avoid delays in appointment times and minimise loss of surgery time through cancellations and failed appointments.

Practice appointment system

- We manage our appointments so that treatment appointments are booked no more than 4 weeks ahead
- We try not to keep you waiting and to see you within 10 minutes of your appointment time. Where there is a delay, we will explain the reasons.
- Where the length of your appointment is longer than 20 minutes, we will remind you of the day and time of your appointment by text, email or phone (as preferred)
- We monitor our waiting times for (i) treatment and (ii) for booking appointments
- If we need to change or cancel an appointment, we will give you as much notice as possible, and explain the reasons
- We will let you know if there is a change in the dentist that you will see, and explain the reason for the change

Communications

- We will be courteous, friendly and professional always
- We will respond promptly to telephone calls and never ask you to 'hold' without first finding out why you have called
- You will receive full information about our services and our policy for collecting fees, including the methods of payment that we accept
- We will explain your treatment options and costs, answer your questions and allow you time to consider the best for you
- We will provide a treatment plan and estimate of costs for each new course of treatment and seek your full and specific consent before providing any treatment
- We will provide urgent advice and care during practice hours as soon as is practicable. Outside normal surgery hours ring 111.
- We will refer you for further professional advice and treatment when appropriate
- We will respond to correspondence within five days of receipt
- We encourage you to provide feedback; we will listen to your views and learn from them
- We make it easy for you to complain or raise a concern about any aspect of the care or service that you have received. Our procedure for dealing with complaints is available from our *reception* and our website <http://sprotbroughdental.co.uk/contact/complaints/>

We ask that you

- Participate in your dental treatment, particularly any advice about prevention and diet that we have asked you to continue at home

- Arrive on time for your appointment
- Let us know if you are unable to keep your appointment; please give at least 48 hours' notice. ***If you miss an appointment on two or more occasions without letting us know, or cancel with less than 24 hours' notice on 2 or more occasions, we may need to review future provision of treatment for you at the practice.***
- Tell us if your contact details (address, telephone numbers, email) change so that we can keep our records up to date and ensure that we are able to contact you
- Treat our staff courteously; they will do their best to help meet your needs

Date: 24/01/2024

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