



Acorn Dental Clinic

NHS & PRIVATE DENTISTRY

NHS Patient attendance policy

When treating NHS patients the practice and clinicians follow the National institution for Health and Clinical excellence (NICE) interventional guidance. Patients recall periods are documented and individually prescribed to meet the needs of the patient.

The practice follows this policy to allow for the capacity of our appointments to be fairly given to routine patients who regular attend and take the advice of the clinician with regards to their dental health and recall period.

Routine examination appointments are done based on 3, 6, 9, 12, 15, 18, 21 and 24 month recall. When a patient has been treated and had completed a routine examination appointment with a Dentist, the Dentist will then advised based on NICE guidance what recall period is appropriate for the patient. (Please see <https://www.nice.org.uk/guidance/cg19/chapter/Introduction>)

It is the responsibility of the patient to contact the practice to make an appointment when is convenient. We will always endeavour to book your appointment with the same Dentist you saw at your last appointment however due to capacity of appointment's you may be seen by another Dentist to complete your appointment and treatment required. If the patient requests a certain Dentist we will try our best to book you with this Dentist depending on the diary and patient capacity.

Removal from the NHS list of the practice

Cut off date: 1st July 2019 (to be removed on a 6 monthly basis)

The practices cut-off date for patients to be kept on the NHS list is **1st July 2019**. If the patient hasn't had an appointment after the cut-off date the patient will no longer qualify for NHS treatment at the practice.

There is other circumstances where the practice can remove a patient from the NHS or Private list, please refer to 'Refusing access to patient policy'.

When the patient contacts the practice and they have been removed from the NHS list due to not being to the practice since the practices cut-off date, the patient will be offered to sign up to the Practice's Plan services or the Private pay as you go service if they wish.

The 'Cut off date' will be regularly reviewed and edited to meet the standard capacity of appointments for the practice.

Contacting patients out of the 3 year period

In cases where the practice has sufficient capacity the practice are able to contact patients from any time period to invite them to contact the practice to make a new routine examination appointment. This will hold a patient's NHS place on a list for an initial 6 week period from the date the form of contact was sent. After this 6 week period the patient who has been contacted would be able to register with the practice on a Private basis. This includes our Plan services and our Private pay as you go service.