

# **CARBASSE IMPLANT AND DENTAL CENTRE**

## **Practice appointments policy**

### **Purpose**

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

### **Scope**

This policy applies to all team members; and in particular those team members booking in appointments for patients.

### **Accountability**

Overall policy management is the responsibility of S Carbasse.

Reception staff are accountable when booking appointments and notifying patients. They will support the clinical staff if appointments need to be changed or cancelled.

Clinical staff are accountable for waiting times and changing or cancelling of appointments.

### **Communication**

Part of this policy is included in our new patient pack.

This policy is communicated to the team through staff meetings and morning huddles.

### **Procedure**

Practice appointment system

- We try not to keep you waiting and to see you within 15 minutes of your appointment time. Where there is a delay, we will explain the reasons.
- We will remind you of the day and time of your appointment by text, email or phone (as preferred) 2 working days prior to your appointment.
- 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.
- 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 at reception, on our website and from the practice manager, S Carbasse.

### 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 *24 hours'* notice. The practice has a policy of charging for failed appointments. It is therefore appropriate to warn all our patients that they will be charged in full for failed appointments and that a fee may be charged for late cancellations (less than 24 hours' notice) at the dentists' discretion. This also applies to appointments with the Hygienist and any Denplan patients. If you are a Denplan patient, please expect to pay the same fee as if you had attended your treatment.
- Prepayments: If it is your first visit to the practice, we ask that you pay the fee for your appointment in advance. This is to help prevent late cancellations and failed attendance. If you need to cancel your appointment *before* the 24 hours notice, we will of course refund you your fee.
- 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.

### Training

All team members must know how to meet their responsibilities. Accountability continues throughout the team. Team to secure agreed standards for practice appointments.

### Regulations and KLOE

#### England-Care Quality Commission

(Regulated activities) Regulations 2014

- Regulation 9: Person Centred care
- Regulation 10: Dignity and respect
- Regulation 14: Meeting nutritional and hydration needs
- Regulation 18: Staffing

### Key Lines of Enquiry

Safe

Effective

Caring

Responsive

Well Led

### Standards for the Dental Team Principles

1. Put patients' interests first
2. Communicate effectively with patients

## Review Schedule

This policy will be monitored and reviewed annually.

Date	Details of change	Approval
<i>November 2018</i>	<i>Creation</i>	<i>M Carbasse</i>
Dec 2019	Review	S Carbasse
Dec 2020	Review	S Carbasse
July 2021	Review	S Carbasse
August 2021	Review and addition of prepayment paragraph for new patients	S Carbasse