



Park View Dental Practice
Est 1937

FAILED APPOINTMENTS POLICY

If you are an NHS patient who has failed to attend the Practice for two or more occasions you will be removed from our NHS List.

How do I know I have an appointment?

Ideally appointments are booked in Practice at the Reception desk and an appointment slip is given. We kindly ask you keep safe this appointment slip and contact us 48 hours before the appointment if you cannot attend. – Please bare in mind our cancellation policy.

If the appointment is booked over the Phone, please do not hesitate to ask for an appointment slip posting out to your home address.

We do have some mechanisms to remind you when your next booked appointment is however this is an extra service we provide. It should be seen as one of a few ways to remember when your next check up is due and cannot be relied upon. Becoming de registered because we did not remind you of your appointment is not a valid reason to be reinstated as an active in the Practice.

Why do we do this?

This allows us to make the most of the limited resources we have to provide NHS dental care.

How can I help try and prevent becoming a deregistered patient?

We would advise the following:

- Make a note of your appointment immediately after booking
- Book in for your next check up as you leave the Practice even if it is 9 month ahead.
- Make sure your contact details are up to date with us (mobile and email). We don't send appointments via letter anymore.

What can I do if I feel I have been unjustly removed from your NHS active patients list?

You can write to the Practice Manager explain your unique circumstances using info@parkviewdp.co.uk or via the post.

We will not discuss de-registered patient queries on the phone.