**Attendance Policy**

***Introduction***

This policy outlines the attendance expectations for patients at Parkside Dental Care and the implications for accessing appointments.

***Regular Attendance***

At Parkside Dental Care, we aim to provide quality dental care to all our patients in a timely manner. We require our patients to attend regular dental examinations as recommended by their dentist and in accordance with NICE guidelines, which suggest a minimum of one examination every 24 months.

Due to the high demand for NHS dental treatment and long waiting lists, we reserve the right to refuse appointments to patients who have not attended the practice within the past 24 months. Please note that failure to attend regular appointments will result in automatic removal from our NHS list without prior written notice.

***Late Cancellation/Failed Attendance Policy***

Cancelling an appointment with less than 24 hours’ notice prevents us from reallocating the time to other patients, leading to lost treatment opportunities and longer appointment delays.

***NHS Patients:*** A patient who fails to attend or cancels with less than 24 hours’ notice for two NHS dental appointments will not be offered future NHS dental appointments at Parkside Dental Care. We will consider exceptional circumstances, and verification may be required for cancellations at short notice.

***New NHS Patients:*** If a new NHS patient fails to attend or cancels with less than 24 hours’ notice their first appointment, we will not be able to offer another NHS appointment at our practice.

***Reminders***

As a courtesy, we send text message and email reminders for booked appointments and when a regular examination is due. However, not receiving a reminder does not justify a missed appointment or failure to book one.

***Private Treatments***

***Dentist Appointments:*** A patient who fails to attend or cancels a private treatment appointment with less than 24 hours’ notice will be charged a non-attendance fee, calculated based on 50% of the treatment value, with a minimum charge of £50.00.

***Hygienist Appointments:*** A patient who fails to attend or cancels a hygienist appointment with less than 24 hours’ notice will be charged a non-attendance fee of £30.