

# Promenade Dental Practice

## NHS DENTAL REGISTRATION POLICY

Due to the high demand of people wishing to receive NHS dental treatment we have had no choice but to currently stop taking on any new patients. The practice does not hold a waiting list at this current time.

If you are already an existing NHS patient at the practice, then we have a policy in place that we ask all patients to follow to keep their NHS registration at the practice.

### **What do I need to do to keep my NHS registration –**

- **Always attend any appointment that is booked or cancel the appointment with more than 24 hours' notice.** If you fail to attend or cancel without 24 hours' notice two times, then you will be removed from our NHS list.
- **Make sure you book your next examination before you leave the practice.** Whether that's three, six, nine or even twelve months. Our reception team will be happy to help to book your next appointment. You will also receive a reminder nearer the time.
- **Keep your contact details up to date.** Always check your mobile number and email address is correct so we can send reminders to you.
- **Make sure you visit your dentist regularly.** If you have not been seen by us in two years, then you will no longer be registered.
- **Respond to our recalls we send.** When you request a recall to be sent to you to remind you to book your next appointment, then please call or email the practice to arrange an appointment. We allow a 3 month time period from the date that the recall is sent to allow you to book your appointment.