

Patient Attendance & Removal Policy

In addition to our Zero Tolerance Policy, the practice maintains clear guidelines regarding patient attendance. These are essential for ensuring efficient use of clinical time, fair access for all patients, and maintaining a safe and respectful environment for our staff.

Grounds for Patient Removal from the Practice:

A patient may be removed from the practice list for the following reasons, including but not limited to those outlined in our **Zero Tolerance Policy**:

1. Inactivity:

- Any patient who has not attended the practice for over 2 years.

2. First Appointment No-Show (New Patients):

- Any new patient who fails to attend their first appointment without notice.

3. Short-Notice Non-Attendance (Individual Patients):

- Any patient who fails to attend an appointment without giving at least 24 hours' notice.

4. Family Appointments:

- If a family group fails to attend and does not give 48 hours' notice, they may be subject to removal as a group.

5. Children's Appointments:

- All missed appointments for children will be managed in line with the WNB (Was Not brought) Safeguarding Policy.

6. Repeat Non-Attendance:

- Any patient who fails to attend two consecutive appointments within a two-year period, regardless of notice, may be removed from the practice list.

7. Failure to settle treatment fee:

Failure to settle your treatment fees will result in your removal from the practice, additionally your details will be forwarded to debt recovery service which may incur additional charges we encourage you to address any outstanding payments promptly to avoid further action.

Cancellation Due to Illness or Personal Reasons Policy:

Your health and well-being are our top priority, and we completely understand that illness can strike unexpectedly. If you are unable to attend your appointment due to illness (such as viral infections, flu, or cold sores), please notify us as soon as possible in accordance with this policy.

We are happy to reschedule your visit and provide you with the time you need to feel better before coming in. To best accommodate your needs:

- **Two Rescheduling Opportunities:** We offer two rescheduling opportunities per year if prior notice is given as outlined in this policy, and if the cancellation is due to illness or personal reasons.
- **Beyond Two Reschedules:** After two reschedules due to illness or personal reasons within a 12-month period, we may need to review your account. In such cases, we will discuss future appointments and may consider removing you from the practice if this pattern continues.
- **Cancellation on the Same Day:** A fine of £1 per minute will be charged for any appointment time wasted due to a same-day cancellation. The final appointment will only be scheduled after the fine is paid. After this, you will be given one final opportunity before being removed from the practice.
- **Medical Emergency Exemption:** The only exemption that may be considered is a medical emergency where the patient is admitted to the hospital and unable to contact the practice in time. In these cases, we will request a medical certificate from your doctor to consider rescheduling.

Thank you for your understanding and cooperation. We are committed to supporting your health and ensuring you feel your best before your visit.

Appointment Reminders:

As a courtesy, we will send a reminder of your upcoming appointment via phone, email, text message depending on preferred communication method, two days before your scheduled appointment. It is the patient's sole responsibility to attend all scheduled appointments or to provide appropriate notice of cancellation, regardless of whether a reminder is received.

Contact Information Update Request

To ensure we maintain accurate records and are able to contact you, when necessary, please notify us promptly of any changes to your personal contact details.

This includes updates to your:

- Address
- Telephone number(s)
- Email address

Final Note

By keeping this policy in mind, you help us maintain an efficient schedule and ensure we provide the highest quality care to all our patients. We sincerely appreciate your understanding and cooperation.

If you need to cancel or reschedule an appointment, please contact us by telephone. If your call is not answered, it is **mandatory** to notify us by email to ensure your message is received and documented.