

Did you know that in order to keep your NHS dental registration at our practice you need to attend regularly?

In England there is no registration with dentists anymore. It is not like at the doctors. A patient is accepted for a course of treatment and then once that is complete there is actually no obligation for the dentists to see them again. In our practice we continue to see patients who attend regularly for appointments, usually every 6 months unless the dentist recommends otherwise. We always recommend regular check-ups as they not only prevent problems, but help catch any oral health issues early to minimize the need for treatment.

Due to the high number of people wishing to receive NHS dental treatment, we have no choice but to remove patients who have not attended for two years or more from our NHS list. The onus is not on us to remind patients when they are due for their next appointment but when possible we do try to help remind you via text message and email. However, we often find that many of our communications get bounced back as patients do not update their details with us, or mobile signals are poor etc, so please do not rely on this.

Many patients do forget to make regular visits to see their dentist. And then, before they realise, it's been nearly two years. So to ensure you keep your place we recommend you always book your next appointment before you leave the practice.

Several hours are wasted every week when patients don't attend appointments. For this reason, NHS patients who fail to attend two appointments may be denied further ones.

So in summary to keep your NHS place:

- Always attend your appointment or call in advance to cancel.
- When cancelling an appointment put another date in the diary whilst on the phone.
- Book your next appointment before you leave the practice. This may be in 6,9 or even 12 months' time.
- Ensure we have your correct contact details – particularly phone number and email address
- Make sure you visit regularly and don't leave it longer than 2 years