



### **New Patient Policy**

Here at the Manor Dental Surgery, we reserve the right to accept and not accept new patients at any given time.

The practice is permitted to decline a patient's application to join the practice if

- The commissioner is in agreement that the practice list may be closed to new patients
- Is named on the violent patients register

All new patients will be required to provide certain information for us to input them onto our system, new patients will also need to fill in a new patient health questionnaire prior to their appointment so we advise that you attend 15 minutes early to fill this in. A copy can be supplied from reception should you wish to fill this in prior to attending your appointment. Completed forms are to be passed to Reception staff who will carry out the necessary administrative action and facilitate the transfer of the patient's records.

To become a patient of the practice, we will kindly request the following information

- Full Name
- DOB
- Contact Number (preferably mobile) by supplying a mobile you agree for text message reminders to be sent.
- Address including postcode

Failure to supply this information could delay us inputting your data on our system and making you appointments, we ask that all enquires to make a new patient appointment are sent via our online submissions portal [Home | Manorsurgery \(manorsurgerydental.com\)](http://manorsurgerydental.com)

### **NHS Dental Care Rules**

You will not be classed as a patient of the practice until you have attended your first New Patient Examination and under no circumstances will the patient be offered another appointment if they fail to attend their first new patient examination.

Your first New Patient Examination will be at a time convenient for the practice and may not suit your schedule, following this first appointment we will try to accommodate specific times.

It is important to follow the rules of the practice to ensure you have continued access to NHS dental care. We do not charge patients for missed or short notice cancellations, but we can decline to rebook patients for NHS appointments if this occurs. If you miss, cancel on short notice, or arrive late for your appointment then we can decline future appointments. More information is included in our appointment policy.

NICE guidelines allow for a 2-year recall therefore it is important you attend regularly every 2 years minimum to avoid us declining future appointments.

NHS patients will be required to pay for there treatment which will fall under the NHS banding system. You may be entitled to free dental treatment if you have an exemption. Proof of exemptions must be



given at your dental appointments in order for us to process this. Failure to supply evidence or supplying the wrong evidence could result in a £100 fine from the NHS.

If you fail to pay for your dental treatment in full when requested or are rude, aggressive, or abusive with our team - including our reception team, we will decline NHS treatment and appointments.

These rules are a summary of our main operating policy but not exhaustive and there may be additional matters that determine your NHS registration.

We aim to provide a 1-year guarantee on NHS dental work where possible and when carried out subject to advice, and we only have an obligation to see any patient within 2 months of completing their dental treatment.

### **Options Outside of NHS Dental Care**

If you do repeatedly cancel appointments on short notice basis or arrive late, then we may not be able to offer you future appointments on the NHS. At this stage, you may wish to register at another dental practice that offers you NHS care, or you can stay registered with us as a private patient. In these circumstances, you may be asked to pay for your appointment in advance or pay a deposit. Failure to provide the necessary notice or missing the appointment will mean your deposit is forfeited. Failure to attend your first new patient appointment will result in us offering no more appointments. We do make every effort to remind patients about their appointments, but we cannot accept responsibility if they are not received by patients

### **Review Date: January 2025**

Reviewed January 2024 | Reviewed November 2022 | Reviewed November 2021 | Implemented September 2021