



Appointment policy

Here at The Manor Surgery, we are committed to managing our appointment system correctly and efficiently to avoid delays, reduce the amount of failed to attend appointments and limit cancellations. Therefore, minimising the loss of surgery time and improving the experience for both patients and staff.

Our reception team's aim is to communicate with our patients in a polite, friendly and professional manner. Ensuring that patients receive full information about our services and their required treatments. Including any risks involved, prices and procedure before booking appointments.

It is policy to provide as much notice as possible when we need to alter or cancel a patient's appointment. This is usually done using our SMS messaging service or by telephone call to limit the disruption to the patient's day. A Reason for cancelling will be provided and if the patient is unable to be seen by an alternative Dentist on the day a new appointment date will be offered as a substitute.

We accept a minimum 24 hours' notice for appointment cancellation. Any less than 24 hours will be classed as short notice cancellation, accumulating more than three within a 12-month period will result in us declining future appointments unless under special circumstances which will be down to the discretion of the practice manager. Regular cancellations may also result in a Dentist declining to see you.

If a patient is delayed attending their appointment and communicates with staff, we will do everything reasonably possible to accommodate the patient at the dentist discretion. Our general rule is If a patient is more than 10 minutes late after their scheduled appointment time this will go down as a missed appointment and the patient will not be seen.

NHS APPOINTMENTS

Due to long waiting lists and high volumes of patients waiting to receive NHS treatment If a patient does not attend the practice within a 2-year period for a regular check-up this will be seen as failure to commit to regular dental appointments and no more will be offered. For us to provide you the best care it is important you attend regularly to keep receiving NHS dental treatment.

Our receptionists will try to accommodate to individual needs such as early morning or after school hours appointments for those patients that request them. The practice will try their best to book appointments according to the needs of the patient. Please understand these are popular and limited times so a wait may be expected. Reminders are sent as a courtesy for all patients via text message or phone call a few days before the date of their appointment to assist patients with attending their appointments. This is done as a courtesy and it is the patient's own responsibility to remember their appointments. It is advised that all patients inform us of any changes to their contact details in order to keep our records up to date and ensure we are able to contact you accordingly.

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