

NHS APPOINTMENT POLICY

01. PURPOSE

This policy sets out the terms under which NHS appointments are booked, attended, and managed at Carriage Works Dental. It is intended to ensure fair access to NHS care and the efficient use of clinical time in line with NHS guidance.

02. NHS BAND 1 CHARGE - PAYMENT ON BOOKING

All NHS patients are required to pay the applicable NHS Band 1 charge at the time of booking.

- Appointments will only be confirmed once payment has been received.
- Patients claiming exemption from NHS charges must provide valid evidence of exemption at the time of booking or at the appointment.

Failure to provide valid exemption evidence may result in the Band 1 charge becoming payable

03. FAILURE TO ATTEND

Failure to attend appointments without adequate notice impacts access to NHS services for other patients and will be managed as follows:

3.1 New NHS Patients

- Any new NHS patient who fails to attend their first booked appointment (FTA) will not be offered further NHS appointments at the practice.

3.2 Existing NHS Patients

- On the first failure to attend, a formal warning will be issued.
- If a patient fails to attend a second appointment within a rolling 12-month period, the practice reserves the right to:
 - Refuse to provide further NHS appointments, and/or
 - Remove the patient from the NHS patient list.

04. SHORT NOTICE CANCELLATIONS

Patients are required to provide a minimum of 24 hours' notice to cancel or rearrange an appointment.

- Cancellations made with less than 24 hours' notice may be recorded as a Failure to Attend (FTA).
- Repeated short notice cancellations may be managed in line with the FTA policy above.

05. PRACTICE RIGHTS

Carriage Works Dental reserves the right to:

- Enforce this policy to protect NHS appointment availability.
- Refuse or withdraw NHS services where patients repeatedly fail to comply with appointment requirements.
- Amend this policy in accordance with updated NHS regulations or operational requirements.

06. PATIENT ACKNOWLEDGEMENT

By booking an appointment, patients confirm that they:

- Understand and accept the requirement to pay the Band 1 charge at booking (where applicable).
- Agree to provide appropriate notice for cancellations.
- Acknowledge the consequences of failing to attend appointments.