



Patient Exclusion Policy

The Broadway Dental Surgery has a clearly defined policy for dealing with patients who are deemed to be no longer treatable within the practice. This has been put into place to protect patients, staff and the business.

If a patient has missed one appointment he/she must be sent a warning letter through the post. A note that the letter has been sent must be written on the patient's notes. This warning letter enables us to proceed with any further action if needed.

At the discretion of the Practice Principle patients may be excluded for the following reasons:

1. A patient fails to attend for treatment which has been booked into the dentist's clinical diary on two or more occasions.
2. A patient repeatedly cancels appointments at very short notice (under 24 hours) at the discretion of individual treating dentists.
3. A patient uses offensive language or acts in an aggressive or violent manner towards a member of staff or other patient.
4. A patient fails to pay for treatment or repeatedly pays late. (For example; the practice only receives payment after demand letters have been sent.)

In the event of the practice stopping future appointments we will continue to provide emergency cover for a further three months. (For example; relief of toothache) except in cases where offensive language or aggressive behaviour was exhibited.

The practice will provide a written report to the patient explaining the reason for exclusion and will provide telephone numbers to help the patient access care elsewhere.

NHS - emergency care 111
PCT Helpline – to find a new dentist 01522 513355
NHS Choices website

This policy represents the views and opinions of the dentists at Broadway Dental Surgery.

Mr A.W.Gemmell Principle

